



**DALLAS COUNTY RECORDING,
INDEXING, AND IMAGING SYSTEM**

RFP No. 2004-064-1485

BearingPoint, Inc.
111 Congress Avenue
Suite 1100
Austin, Texas 78701
April 19, 2004

**GOVERNMENT
EXHIBIT NO.
203**

3:14-CR-293-M

SBP-1A-162-0099-01-39002

April 19, 2004

Ms. Linda Boles
Dallas County Purchasing Department
509 Main Street
Room 623, Records Building
Dallas, Texas 75202

Dear Ms. Boles:

BearingPoint is pleased to submit this proposal to the Dallas County Clerk's Office for a Recording, Imaging, and Indexing System. BearingPoint is one of the world's largest business consulting and systems integration firms serving local governments and state agencies, Global 2000 companies, small and medium-sized businesses. Our market-based structure allows us to deliver our solutions with industry-experienced professionals.

BearingPoint has performed numerous large-scale document and records management projects for our state and local government clients.

- For the New York City Department of Finance, we built a Web interface for reviewing and paying property taxes. This Web interface also provides access to copies of real estate and other property records for citizens and businesses.
- In Montana, we worked with the Department of Justice Motor Vehicle Division to design and implement a single repository of integrated titling documents to be used across the state's business units, as well as systems to simplify and standardize business processes, eliminate backlog of title documents, and reduce the length of time to issue a vehicle title.
- And in Texas, we manage the day-to-day operations and development of TexasOnline, the state's official Web portal, as well as the development and hosting of applications for a number of state agencies. TexasOnline currently serves over 1 million Texans each month through the Internet, IVR, and Point of Sale Solutions.

For the Dallas County Clerk's Office, our solution is built around the Anthem Suite of products from Hart InterCivic—a leader in the records management marketplace. Anthem is built on a platform of functionality components, including document reception, recording, cashiering, scanning, imaging, indexing, and system security. Additional functionality from Anthem includes support for automated indexing, eRecording and Internet public access. Anthem is currently serving a number of Texas counties, including Fort Bend, Jefferson, and Travis counties, just to name a few.

Anthem will be complemented as the solution for the Clerk's Office by hardware procurement and maintenance, experienced support for records indexing and mailroom processes, management support staff and specific programs to promote the County's eServices.

BearingPoint has the fiscal capacity to provide Dallas County Clerk's Office Recording, Imaging, and Indexing System. During Fiscal Year 2003, our total revenue was \$3.1 billion, with 15,000 employees and 2,100 clients.

For this project, BearingPoint will serve as the prime contractor. We have partnered with Hart InterCivic for their end-to-end document recording application system. We have also partnered with Qnet Information Services for hardware procurement and maintenance; DocuData Solutions for their deep understanding of complex indexing systems; Force V Technologies for providing high quality outsource staffing; and Kathy Nealy & Associates to provide professional support in developing education and marketing campaigns to promote the county's eServices. Our entire team is based in Texas and in Dallas, and we are deeply committed to meeting Dallas County's M/WBE requirements.

As a Managing Director for BearingPoint, I am authorized to make representations for this response. I am available to answer any questions related to our proposal, and I can be contacted at the following designations:

Gary Miglicco
BearingPoint, Inc.
111 Congress; Suite 1100
Austin, Texas 78701

Phone: (512) 542-5301
Fax: (512) 542-5399
Email: gmiglicco@bearingpoint.net

I am personally committed to the success of this important project for Dallas County, and I look forward to personally presenting both our qualifications and our proven technical approach. Please feel free to contact me for any reason.

Sincerely,

Gary Miglicco
Managing Director

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WE UNDERSTAND YOUR CHALLENGE

The Dallas County Clerk's Office manages a growing volume of the County's real property records, vital statistic records, marriage licenses, and other documents. The County Clerk's office works directly with title companies, attorneys, other businesses, and the public to process and store these documents, and make them available to its constituents within the boundaries of Texas statutes. With a stable but overburdened staff, the Clerk's office has an immediate and pressing need to streamline business processes, reduce manual and labor intensive steps, and seek creative document management strategies and fee recovery options.

The BearingPoint Team offers a comprehensive, integrated system that better serves the Dallas County Clerk's office, its business constituents, and the public. BearingPoint offers a solution targeted to achieve the following County goals:

- Enhanced services for constituents
- Cost efficiencies and sharing revenues
- Integrated, efficiency-building technology
- Value-added services to boost efficiency
- Constituent education and outreach
- Dedicated, Texas-based team
- Reliable transition strategies

ENHANCED SERVICES FOR CONSTITUENTS

As we developed this proposal, we kept firmly in mind the fact that your constituents—the businesses and citizens who come to you for information and records processing—are the most important aspect of our shared success.

Constituents gain:

- Access to their public documents 24/7 via the Internet
- Faster service at the Clerk's main office and all 12 satellite offices
- Immediate access to their documents after scanning
- Faster delivery of paper documents via the mail
- Faster turnaround on property documents
- Fast, secure, and free access to real property data for the tax assessment office

COST EFFICIENCIES AND SHARING REVENUES

We know how important it is to build more than a technology solution. Our proposal includes specific examples of how we will help the County Clerk offset costs by sharing revenue, creating efficiencies, and becoming less vendor dependent. We'll share 50% of additional revenue from information transactions with title companies and other constituents. The Dallas County Clerk's office can offset expenses associated with a new system and generate new revenue for Office operations.

We believe other costs will be offset through revenue and efficiencies. Not only will new revenue come from the direct sale of documents to title companies and other high-volume users, but additionally through transactions on the County Clerk's new Internet eCommerce site. Impressive cost efficiencies will be realized through the elimination of manual processes, more effective cashiering, and the automation of key process and a revamped mailroom.

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INTEGRATED, EFFICIENCY-BUILDING TECHNOLOGY

You need a stable, integrated technology solution—one that supports a painless transition from current solutions, quick adoption by staff and constituents, and the ability to grow and change in the future. Our proposed technology solution does just that.

Our full technology solution offers:

- Modular solution, allowing expansion as growth requires
- Hart's InterCivic Anthem software for fully integrated cashiering, document management, and auditable reporting
- Compatibility with County's Oracle Financial system
- Cognos Reporting for easy-to-use ad hoc reporting
- Proposed highly secure hosting option
- Proven Dell hardware platforms, compliant with County technology standards

Hart InterCivic's Anthem Integrates Key Clerk Functions

After carefully comparing each integrated application on the market to the County Clerk's needs, we selected Hart InterCivic's Anthem. It's a comprehensive, integrated, technologically advanced document management system that enables counties to work faster, more cost effectively, and more efficiently. Anthem's flexible, scalable, and highly configurable product platform will be an important step forward for Dallas County Clerk's office, positioning the County Clerk at the leading edge of document management technology and efficiency.

The system will immediately provide the Clerk's office with the following benefits:

- Control and ownership of the Clerk's images and data
- Fewer productivity bottlenecks during scanning, recording and indexing

- Documents accepted more quickly from walk-ins and instantly through the Internet
- Accepts electronically submitted Property Records Industry Association (PRIA)-compliant documents
- Improves efficiency and measures productivity gains with embedded Reporting, Reconciliation, and Office Management tools
- Single, integrated eCommerce platform for real property, vitals, marriage, and courts records
- Satellite offices get access to the same technology as the main office
- Incoming records tied to Oracle Financials for daily receipts and auditable financial reports
- Proposed mailroom solution extends efficiencies to the back office

Early in the project, we'll perform a Business Process Analysis (BPA) study with the goal of aggressively reducing the total number of touch points per document and per page. We'll eliminate the need to add volume numbers and stamps to pages. We'll give cashiers the freedom to focus on the customer—gathering information and payment instead of multi-tasking on manual back office tasks. We'll streamline the processes that move documents from intake through processing and on to the mailroom. If you choose, we'll also automate the mailroom so that documents get back to customers faster and with significantly fewer returns. Using information gathered during the BPA, we will configure Anthem's flexible business rules specifically to meet the County Clerk's needs.

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*Flexible Hosting Alternatives*

The BearingPoint team offers the Dallas County Clerk's office two hosting options:

- BearingPoint National eGovernment Solution Center in SBC's Platinum Data Center in Dallas County
- The Dallas County Data Center

The first option delivers a fully available, stable, and scalable architecture with no up-front costs. The Clerk's office will not have to manage physical or Internet security, the networking infrastructure, bandwidth, or providing 24/7 technical support. And we provide a smooth transition to the system now and the future capability to move the solution—when the time is right, we will help you design your new architecture and transition the system to the location of your choice.

In partnership with the County Clerk, the BearingPoint Team can also install the proposed solution in the Dallas County Data Center. BearingPoint is completely flexible in designing a service and support package to assist you in the operation of your new technology onsite.

We also propose to use Dell hardware whenever possible for its high quality, excellent support, and Texas-based foundation. And Qnet, a Dallas-based Information Systems company, will provide ongoing service and support for the Dell servers and PCs.

Outsourced Indexing

After careful consideration and due diligence, the BearingPoint team selected Dallas-county based DocuData Solutions to manage the indexing function. Indexers will use the same Anthem system that the County Clerk's office will use, thus assuring consistent data standards throughout the entire process. Security is built in; documents

never leave the Clerk's office and DocuData Indexers are granted only appropriate application access.

VALUE ADDED SERVICES TO BOOST EFFICIENCY

We propose the following options as ways to expand on the efficiencies you'll gain through the solution described above.

Automated Mailroom

We're proposing to integrate an efficient mailroom automation solution with Hart Anthem, tying address information gathered at the cashier's window with processed documents so that processed documents can be quickly sorted, folded, stuffed in envelopes, addressed, and mailed. We estimate that our proposed solution will provide the County Clerk savings in excess of \$150,000 per year in labor, postage, and outsource costs, while improving accuracy and auditability.

Guaranteed Checks

Using our ePayment solution, we can provide check guarantee service for paper checks, eliminating the risk of non-sufficient funds (returned checks). The rate charged for the guarantee is based on history, volume of checks, returned checks, and average ticket amount.

CONSTITUENT EDUCATION AND OUTREACH

We all understand that technology has limitations—if people don't use it, it can't deliver the efficiencies or revenue. That's why we're applying our experience to developing and implementing a comprehensive marketing and education program to get the word out and promote adoption. Our plan will make sure the County Clerk's staff understands the benefits of the system, how it will affect their jobs, and specific changes to their day-to-day tasks. And equally important, we will let cus-

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tomers know that the Dallas County Clerk is now offering improved services and online capabilities.

We have hired a trusted local public relations firm, Kathy Nealy & Associates, to help raise awareness of the enhanced services we will provide. Kathy Nealy & Associates has joined our Team on previous engagements.

A DEDICATED, TEXAS-BASED TEAM

Our team brings you a wealth of experience in implementing large, complex projects in similar County government environments, and in many cases, in Dallas County. This background gives us a deep understanding of the industry, the technology, and the particular challenges of Dallas County Clerk's office. As a result, we can avoid long learning curves and get started right away.



As the prime contractor, BearingPoint is responsible for implementing the new Recording, Indexing, and Imaging System on time and on budget—with the desired functionality. We will serve as the sole point of contact for the County Clerk's office, manage other vendors involved in delivering the solution, ensure that the appropriate vendor resources are devoted to this project, and address issues that arise.

BearingPoint brings the Dallas County Clerk's office our resources and stability as one of the world's largest system integrators, as well as an experienced team focused solely on state and local government. The professionals in our local office have a deep understanding of Texas operations in general, and Dallas County Clerk's office operations in particular.



Hart InterCivic will serve as the BearingPoint team's recording software partner. Hart InterCivic is a leader in providing products and services that help redefine the relationship between county governments and the citizens they serve. Hart InterCivic is working nationwide to bring governments closer to citizens through complete eGovernment and election management approaches. One-third of Hart Anthem's installed base is in Texas, with software installed in eight of the largest counties in Texas.



DocuData Solutions is a leading provider of Digital

Imaging and Records Management solutions. DocuData Solutions leads organizations transitioning from paper or microfilm based records to electronic records. DocuData Solutions specializes in high-volume document conversion, data capture services indexing capture services and mailroom facilities management services. DocuData is headquartered in Dallas County and all work associated with this project will be performed in Dallas County.



Qnet Information Services, a NCTRCA certified firm, will be responsible for the acquisition, installation and implementation of the hardware and supporting third-party software for the Dallas County Clerk's Office. Qnet Information Services will also be responsible for the support and maintenance of the hardware, network, desktops and administration of the personnel working in these areas.

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Kathy Nealy &
Associates, a
NCTRCA

certified firm, will be partnering with the BearingPoint team to provide an Outreach and Education program to promote the County's eRecord and eFiling capabilities to submitters.



Dallas County-
based ForceV
Technologies,
NCTRCA

certified firm, will be partnering with the BearingPoint team to provide high-quality staffing for the indexing and data entry requirements of this project.

By working with these partners, we meet all M/WBE criteria and exceed the goals as outlined in the Request for Proposal.

RELIABLE TRANSITION STRATEGIES

The BearingPoint Team brings extensive experience to the transition from the ACS system onto the proposed, integrated system. We will begin with a thorough BPA to make sure we understand each nuance of your environment and processes. We'll develop a plan to transition from current process to new processes, and we'll collaborate with you to reach an agreement. We'll introduce new business control processes like auditing, monitoring, and reporting. Once the business side of the transition is stable, we'll migrate data from the old system to the new, deploy the new system on a new Dell hardware platform, test and test again, and then launch.

Our proposal discusses the effort we'll take to make the transition a smooth one: staff training, education, and marketing for your constituents, and ongoing adherence to our proven methodologies.

LOOKING AHEAD

When you select the BearingPoint Team, you gain so much:

- A trusted business partner
- A partner that has the financial strength to make the investments and long term commitment to the project
- Local experience, a local team, and commitment to our home state
- A proven, cost-effective solution
- A vision for the future

We will collaborate with you every step of the way. We build on existing relationships in Dallas County to deliver the world-class results you've come to expect from us. Our commitment and ability to work with you—not just for you—truly distinguishes us from our competitors.

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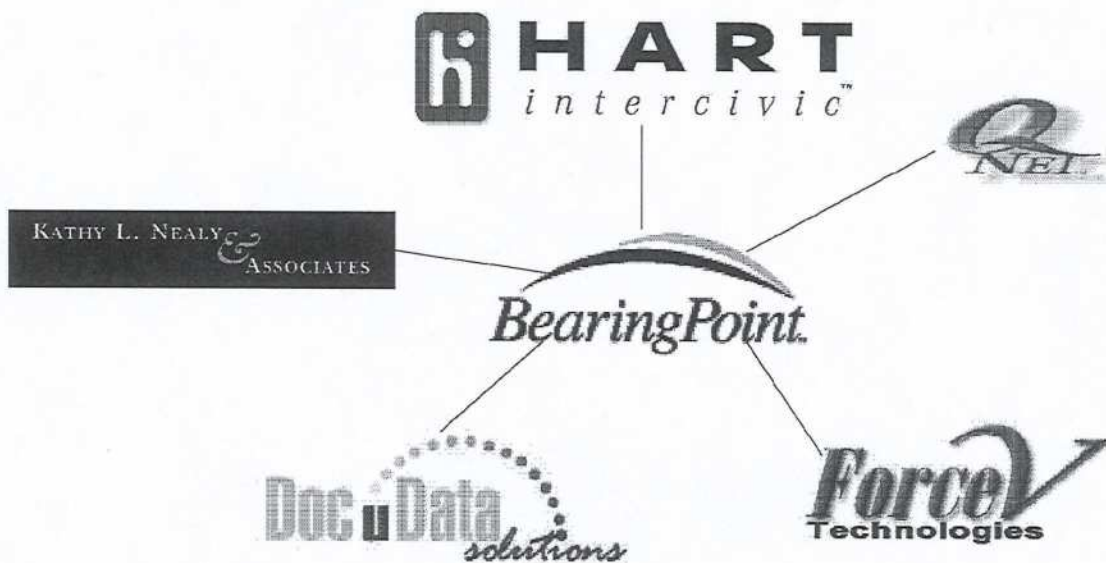
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**3.0 COMPANY BACKGROUND**

BearingPoint provides business consulting and systems integration to government, Global 2000, and education organizations. BearingPoint is a systems integrator by definition. We leverage the best available technologies to connect our clients' technologically and geographically disparate information systems across the enterprise. We enable them to access real-time information about their enterprise's performance against their key measures of success. We understand that no single firm can meet all of your business and technology needs in today's world. So we concentrate on what we do best—business advisory and systems integration services—and we partner with other industry leaders to complement our skills and bring our clients documented solutions.

We do not force one particular company or product as a solution. Instead, we create a project team with select businesses based on your objectives. Our strategic partners include industry giants in information technology, telecommunications and infrastructure support. We work with these and other partners to deliver new business solutions that place our clients ahead of the curve. In other words, we design our team around you.

We have assembled the following team to deliver the integrated solution desired by the Dallas County Clerk's Office. All team members make Dallas County their home.



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**The BearingPoint Team**

How will we make your project succeed? In large part, it's with our team. Our collective BearingPoint team is committed to the Dallas County Clerk's Office. Your BearingPoint team will include industry-focused, experienced professionals who've made similar projects into success stories, and are ready to do it again for you. We are focused on developing flexible and tailored approaches, training, and integration strategies that deliver enhanced value to the Dallas County Clerk's Office. Additionally, our team is based in Dallas; team members live and work in Dallas County, supplying a local connection and extra determination for our shared success.

Through the assembled BearingPoint team, we provide you:

- Texas-based, Dallas-based resources—no offshore resources
- True integrated solution
- Depth of staff skills and experience
- Knowledge of state and local government
- Exceptional products, services and support
- Vendor flexibility that works with our well-established approach
- Reduced risk through product and industry leaders working as a single team

As the prime contractor, BearingPoint will be responsible for the overall success of this project. Our professionals will provide a broad range of services to the county, including:

- Project management
- Systems integration
- Electronic payment
- Quality control
- Quality assurance
- Risk management
- Hosting services

BearingPoint's relationship with Hart InterCivic began over a year ago. We are currently working together in Fort Bend County, Texas on the eFiling for Courts solution. BearingPoint and Hart InterCivic have also teamed together to submit an eFiling proposal to the District Court of Maryland.

In 2003, ForceV Technologies joined forces with Interactive Software. Interactive Software has teamed with BearingPoint in a number of opportunities since 1997 including Richardson Independent School District, Tony and Guy, and Club Corp Corporation.

Furthermore, BearingPoint has pursued opportunities with Qnet Information Services and has engaged Kathy Nealy & Associates on multiple occasions. This opportunity with the Dallas County Clerk's Office, however, is the first joint endeavor for DocuData Solutions and BearingPoint.

The following chart demonstrates our team's experience with the specific skill sets outlined in the RFP.

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Service Type	Years of Service	
	BearingPoint	Hart InterCivic
RDBMS-Based Applications	18 years	11 years
Image Enabled Applications	15 years	11 years
Client/Server Applications	20 years	11 years
User Group Meetings/Conferences/Professional Associations	<ul style="list-style-type: none"> ◆ Advanced Family Law Practice, San Antonio, Texas ◆ State Bar of Texas, Austin, Texas ◆ Judicial Section Annual Conference, Corpus Christi, Texas ◆ Presentation at El Paso Bar Association, El Paso, Texas ◆ State Bar of Texas, Dallas, Texas ◆ Court Technology Conference, Kansas City, Missouri ◆ Dallas County eFiling CLE, Dallas, Texas ◆ State Bar of Texas, Houston, Texas ◆ The Software Group Education Forum, Plano, Texas ◆ Texas Ethics Course, Ft. Worth, Texas ◆ Texas Trial Lawyers Association, Dallas, Texas ◆ Joint eFiling presentation with Dallas County Clerk at Baker Botts, Dallas, Texas ◆ Dallas Bar Association Litigation Section Presentation, Dallas, Texas ◆ Texas Clerks Annual Seminar, Galveston, Texas ◆ National Association for Court Management Midyear Meeting, Savannah, Georgia ◆ El Paso Trial Lawyers Annual Meeting, El Paso, Texas ◆ State Bar of Texas High Technology and Intellectual Property, San Antonio, Texas ◆ Dallas, Tarrant, Collin Counties eFiling panel, Dallas, Texas ◆ Texas Center Legal Ethics, Ft. Worth, Dallas, and San Antonio, Texas ◆ Midwest Legal Technology Group, Michigan ◆ Lexis Bexar CLE, San Antonio, Texas ◆ Jones Day, Dallas, Texas ◆ Dallas Law Librarians, Dallas, Texas 	<ul style="list-style-type: none"> ◆ Hart Anthem User Group held in conjunction with 2002 National Association of County Recorders, Election Officials and Clerks (NACRC) Conference, New Orleans, Louisiana ◆ Hart Anthem User Group held in conjunction with 2003 NACRC Conference, Austin, Texas ◆ National Association of Counties (NACo) ◆ International Association of Clerks, Recorders, Election Officials and Treasurers (IACREOT) ◆ Property Records Industry Association (PRIA) ◆ Tarrant County and District Clerks Association ◆ Texas County Judges and Commissioners Association ◆ Texas Association of County Election Administrators ◆ V.G. Young Institute of County Government

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At BearingPoint, our professionals provide business and technology strategy, systems design, architecture, applications implementation, network infrastructure, systems integration, and managed services to clients across the globe. However, our resources for this project are located in the Dallas area. Our service offerings are designed to help our clients generate revenue, reduce costs, and access the information necessary to operate their business efficiently.

Due to the diverse nature of our work, BearingPoint does not classify or allocate employees by function (i.e., research and development or software support). Rather, BearingPoint uses a personnel classification system—Managing Director, Senior Manager, Manager, Senior Consultant, Consultant, and Analyst—for all employees, regardless of the services they provide. We will be happy to provide our global headcount statistics to the Dallas County Clerk's Office upon request.

Based in McLean, Va., BearingPoint has been named by Fortune as one of America's Most Admired Companies in the computer and data services sector.

BearingPoint Fast Facts

Company Name	<i>BearingPoint, Inc.</i>
Worldwide Headquarters	<i>1676 International Dr., McLean, VA 22102</i>
President and CEO	<i>Randolph Blazer</i>
Revenues (FY 2003)	<i>\$3.1 Billion</i>
Clients	<i>2,100</i>
Managing Directors	<i>943</i>
Total Personnel	<i>15,000</i>
Federal ID Number	<i>22-3680505</i>
NYSE Symbol	<i>BE</i>
Related Companies	<i>BearingPoint has acquired the consulting businesses of a number of KPMG International member firms and other companies around the world. These businesses are now wholly owned subsidiaries of BearingPoint.</i>

Our financial strength allows us to grow, change, and yet retain the knowledgeable, experienced professionals who ultimately bring our solutions to fruition. At BearingPoint, no one is resting; we're continuously looking for better ways to serve our clients—with emerging technologies, improved services, and a deeper understanding of your challenges.

A Long History of Service in the Public Sector

In over a century of experience, BearingPoint has listened, learned, and become adept at providing targeted services and solutions to our clients. Our industry-focused business model is one key to our success and provides clients with access to BearingPoint professionals who understand the business, as well as the technology, of their respective industries. Of our four dynamic lines of business, the Public Services practice is the largest.

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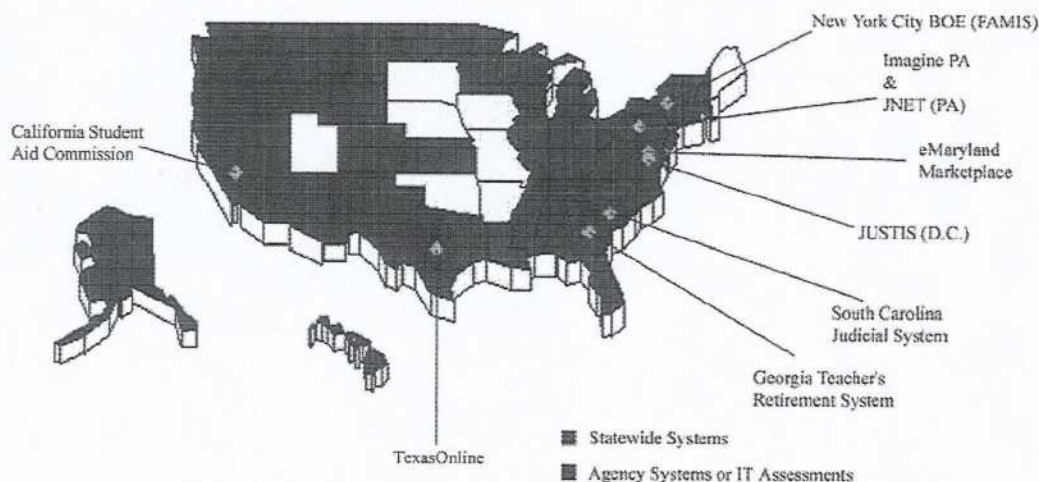
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In the Public Services State and Local Government practice, we have been serving clients across the United States for over 50 years. Approximately 600 professionals study, work, and live this market, supplying the skills to help our public sector clients harness technology and improve services for their constituents. As the map below shows, our team has delivered numerous successful technology implementations—enough to cover 42 states. Some of the largest of these projects are highlighted below.

across the enterprise, from the citizen to the state's back-end accounting and business systems. Our established approach provides a measurable return on investment without a significant initial cost to you. That sort of value is always recognized regardless of the fiscal climate.

During our long history serving public sector clients we've learned what it takes to get results in state and local governments, and that's something that sets us apart from our competi-



An Established Business Partner for the Public Sector

Our partnership with the public sector is based on carefully aligned goals. Our solutions are built so that we succeed together. Historically recognized for reengineering state and local government operations, BearingPoint is a leader in the eGovernment marketplace for developing and implementing a wide variety of innovative solutions. We approach eGovernment with our past in mind. As we look at individual systems, we always maintain a holistic perspective on a government's operations. It is our comprehensive approach to eGovernment that makes us so skillful at delivering solutions

tors. Our State and Local Government practice has been with you through it all:

- From times of flush revenues to times of serious deficits
- From federal ownership of programs to increasing responsibilities at the state and local level
- From mainframe technologies to client-server and Web-enabled systems

For half a century, we have worked with virtually every state and hundreds of local governments, helping you build business and technology strategies, re-engineer business processes, integrate systems and realize

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results. We have worked with governments through both good times and bad. So today, when state and local governments are faced with overwhelming fiscal challenges and the pressing challenge to improve overall service delivery, we understand exactly what that means. And we are ready to help.

BearingPoint is Committed to Client Success

It takes more than just technology to come out ahead during these difficult times. It takes a vision to find innovative approaches, a skill our State and Local Government team is practicing across the country. We offer our clients a genuine business solution. Our experience from all areas of our firm can be put to work for our government clients. We don't want to just add a name to our client list; we want to forge solid, successful, and lasting partnerships.

For example, in 1999, the State of Texas chose BearingPoint to initially pilot and then implement the TexasOnline portal. Since inception, BearingPoint has teamed with over 100 partners to deliver the services and infrastructure for TexasOnline. As a result, TexasOnline has become one of the largest integrated eGovernment solutions in the world:

- TexasOnline processes over 1 million financial transactions per month
- TexasOnline collects over \$50 million in Texas' General Fund each month

With TexasOnline, we built one of the largest portals in the nation that provides a single, secure channel for citizens to interact with both state agencies and local governments.

You can see our dedication to building "client-for-life" relationships in everything we do:

- *Understanding of Government.* Many companies have entered the government marketplace recently, finding it fertile ground during the economic downturn. BearingPoint, on the other hand, has been serving state and local governments for more than 50 years—and we'll be here no matter what twists and turns the economy takes.
- *Proven Track Record.* We have completed successful systems integration projects for governments in almost every state and in many large local governments.
- *Technical Know How.* BearingPoint bridges the gap between governments and information technology, making systems work better for you. We understand that our clients are the ultimate experts and work closely with you to deliver solutions that meet your particular requirements.

At the end of the day, our fundamental obligation is to our clients. We deliver services that empower each of our clients to achieve significant results. We care how they perform over the long term. Their success is our success. We treat each client's business as our own. That is why BearingPoint has retained every one of our top 50 clients since we began collaborating with them. And why 100 percent of our top 50 clients and 95 percent of our top 150 clients choose to work with us again after a project's completion.

It is our unique ability to empower our clients that sets us apart.

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**Financial Stability**

BearingPoint's fiscal year 2001, 2002, and 2003 Annual Reports, which include audited financial statements, are provided in Section 18.0 Vendor Information Attachments. Additional information will be provided upon request.

BearingPoint achieved revenue of \$3.1 billion during the fiscal year ending June 30, 2003, up from \$2.4 billion in fiscal year June 30, 2002. The company's revenue is diversified across four industry business units, multiple solutions and services, and four geographic regions. BearingPoint's most recent financial statement can also be accessed on our Web site, www.bearingpoint.com.

Lawsuits and Pending**Legal Action**

You have requested that BearingPoint provide information regarding civil litigation and governmental investigations to which it is or has been a party. As you are aware, BearingPoint is a large publicly traded multinational company with over 15,000 employees in multiple locations in the United States and throughout the world. BearingPoint, its predecessors and/or its subsidiaries and affiliates, will from time to time become involved in litigation as a plaintiff or defendant. Further, as a publicly traded company as well as a large government contractor, BearingPoint is routinely subject to investigation by government securities and procurement authorities.

In accordance with federal law, we are required to, and do, disclose any material litigation and investigations in our Form 10-K and Form 10-Q filings with the U.S. Securities and Exchange Commission ("SEC"). As indicated in our most recent filing (quarter ending 9/31/03), BearingPoint does not have any pending litigation or investigations

that have been determined to be material. Further, it does not anticipate that any pending litigation or investigations would impact its performance of any contract resulting from this Proposal.



Hart InterCivic will serve as the BearingPoint Team's recording software partner for the Dallas County Clerk's Office. Hart InterCivic is a leader in providing products and services that help redefine the relationship between county governments and the citizens they serve. Hart InterCivic is working nationwide to bring governments closer to citizens through complete electronic government (eGovernment) and election management approaches. Hart Anthem's software suite will provide the foundation the Dallas County Clerk's Office solution. One-third of Anthem's installed base is in Texas, with the software installed in eight of the largest counties in Texas.

Hart InterCivic's eGovernment and election approaches enable counties to enhance productivity and improve services by using leading edge information technologies. Hart InterCivic's products and services include:

- Electronic government approaches that allow public agencies to manage records, process documents, and support key public services more efficiently and effectively
- Public access approaches that enable governments to offer private citizens and businesses the convenience of online access to information and services, increasing citizen satisfaction and leveraging valuable government resources

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- Specific products and support for eGovernment approaches for the management of and access to records for real property, birth, death, marriage, assumed names, and DD214 and UCC filings
- Direct record electronic voting, including hardware, software, and services for election management, balloting, tabulating, and results reporting

Hart InterCivic's service as a provider to county government and business extends back more than 90 years. Hart has been serving customers specifically with electronic document management (EDM) products and services for more than 10 years. The first EDM customer, Fort Bend County, Texas, implemented the system in 1993 and continues to rely on Hart strategies to process approximately 800 documents daily.

Hart InterCivic's corporate headquarters are located in Austin, Texas with offices in Houston, Fort Worth, Lafayette, Colorado, and Nashville, Tennessee. Currently, there are 140 employees. Hart maintains a national network of Project and Support Managers and Regional Sales Managers who are dedicated to serving and supporting our customers. Hart maintains a large team of in-house support specialists in Austin, Texas. New locations are established as the needs of customers warrant.

eGovernment Solutions Group

The eGovernment Solutions Group is a distinct component of the Hart InterCivic organization focused specifically on the needs of the County Clerks and District Clerks, courts and law enforcement officers, and other public agencies. Hart InterCivic's eGovernment Solutions Group designs and implements systems that enable public agencies to manage records, process documents, provide public access, and support

key public services more efficiently and effectively.

Hart InterCivic provides customer-based eGovernment strategies by integrating legacy systems with the newest technologies. These strategies are flexible and scalable, and can be configured to fit specific customer requirements. Hart InterCivic's consultants analyze a customer's existing business systems and coordinate the routing of electronic documents in a new business process automation system.

The Anthem system, which is proposed for the Dallas County Clerk's Office, represents Hart's accumulated experience of more than a decade spent refining the processes and options most desired by county governments. Years of customer input and continual research and development have produced a highly configurable, fully integrated system providing security, reliability, and productivity. Hart's efforts have yielded significant results; Anthem is installed in 33 counties in nine states.

Hart InterCivic is a leader in bringing new technologies and standards to the markets they serve. Most recently, Hart has expanded the Anthem Suite with leading-edge components, such as automated indexing and advanced eRecording features. Anthem Automated Indexing has received rave reviews from county clerks and recorders and is proving instrumental in the everyday effort to improve efficiency and contain costs.

Anthem eRecorder, another platform-wide enhancement, allows documents meeting Property Records Industry Association (PRIA) standards to be electronically submitted and recorded. This application provides a standard, vendor-independent gateway to the Anthem recording approach. This gateway reduces the complex challenge

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of processing documents created in multiple, proprietary systems.

External users such as title companies, escrow companies, attorneys, and government agencies can be assigned access accounts as originating users. They can then create, sign, and transmit a single document or a batch of documents to the recording office. This application greatly facilitates the process for large-volume users.

With the eRecording application in place, counties that have installed Hart Anthem or other open recording applications may receive electronic documents created by the software of leading eRecording vendors. When communicating through the interface, external users simply submit documents to a virtual customer service counter. The documents are then passed to the recording software for further processing.

Hart Anthem customers currently using eRecording functionality include:

- Alameda County, California
- Douglas County, Colorado
- Mecklenburg County, North Carolina
- Snohomish County, Washington
- Tarrant County, Texas
- Travis County, Texas

Association Involvement

Through support and participation with key industry organizations, Hart InterCivic provides a voice for customers in developing standards and leading-edge technology approaches. Hart InterCivic is a member of the following national organizations:

- National Association of County Recorders, Election Officials and Clerks (NACRC)
- National Association of Counties (NACo)

- International Association of Clerks, Recorders, Election Officials and Treasurers (IACREOT)
- Property Records Industry Association (PRIA)
- Texas Association of County Clerks

Hart is also a member of the Texas Association of Counties and provides support to the following Texas professional organizations:

- Texas County and District Clerks Association
- Texas County Judges and Commissioners Association
- Texas Association of County Election Administrators
- V.G. Young Institute of County Government

Hart InterCivic's eGovernment employees are members of national associations and organizations related to document image and records management, including the Association for Records Management (ARMA), Association for Information and Image Management (AIIM), and Texas State Library and Archive Commission Advisory Committees on Electronic Records Rules.

Hart's eGovernment employees hold professional and technical certifications including Certified Document Imaging Architect (CDIA), Project Management Professional (PMP), and MCSE (Microsoft Certified System Engineer).



Qnet Information Services, a NCTRCA certified firm, will be responsible for the ac-

quisition, installation and implementation of hardware and supporting third-party software for the Dallas County Clerk's Office. Qnet Information Services will also be responsible for the support and maintenance of

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the hardware, network, desktops and administration of the personnel working in these areas.

Qnet Information Services is a full service computer solutions provider and value added reseller (VAR) offering outsourcing, technical consulting, systems development, application support and development, Web design, e-commerce and hosting, network infrastructure installation and short or long-term maintenance services on computer networks, telecommunications and data communications. Qnet is known in the market place as a provider of high quality Information Technology computer consulting services that solve enterprisewide IT problems, and is currently a VAR in Dallas County.

The mission of Qnet Information Services is to be a leading Information Technology Services Company that provides a unique combination of expertise and capabilities offered on a local and regional basis. The emphasis is on customer satisfaction and providing a level of service that guarantees the customer it is receiving more than the expected value for their dollar. The Qnet Information Services office is strategically located to ensure that experts are always available to provide the highest level of support and service. Qnet Information Services has proven capabilities in consulting, systems integration, and managed services.

Founded in 1999 by Larry Hall and Sam Pierre-Auguste, Qnet Information Services is located in Dallas and is one of the fastest growing IT Solutions companies in this region. Qnet Information Services has grown from two to over 60 employees, with 30 employees currently providing services on another Dallas County project. It is projected that Qnet will more than triple its

revenues in 2004 based on current channel development activities.

KATHY L. NEALY & ASSOCIATES

Kathy Nealy and Associates, a NCTRCA certified

firm, will be working with the BearingPoint team to provide an Outreach and Education program to promote the County's eRecording and eFiling capabilities to the submitter community.

Kathy Nealy and Associates is a specialized, high-profile consulting firm founded by one of Dallas' strongest voices for progress and equality. Kathy Nealy has advised corporations and helped organize presidential campaigns, tours for foreign dignitaries, rallies for civil rights leaders and support for community initiatives. Founded in 1982, Kathy L. Nealy and Associates is a leader in bringing ideas to the public and making its clients' voices heard.

The firm's client list has included President Clinton, First Lady Hillary Rodham Clinton, President Mikhail Gorbachev, Mrs. Coretta Scott King, Ross Perot, Jr., Hillwood Development, the Dallas Mavericks, Tom Hicks and former Mayor Ron Kirk.

The firm has designed and implemented successful special market campaigns for "Hands Across America," the "Yes! Let's Build It" arena campaign in Dallas and the "Black Family Reunion Tour 1987" sponsored by the National Council of Negro Women.



DocuData Solutions is a leading provider of digital imaging

and records management solutions. DocuData Solutions leads organizations transitioning from paper or microfilm based

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records to electronic records. DocuData Solutions specializes in high-volume document conversion and data capture services on platforms such as FileNet, Documentum, OnBase (Hyland), OTG (Legato), Minolta, Kofax, Digitech, Winocular, MTI, Hummingbird (PCDocs), etc. Complementing the high volume document capture services are unique indexing capture services and mailroom facilities management services.

DocuData Solutions' key management and project personnel have a combined 70+ years of experience in the document management industry. Ninety percent of DocuData's employees are minority. They work with clients nationwide that range from small to very large, in both commercial and government accounts. DocuData Solutions currently manages client image and data repositories in excess of 50,000,000 images and over five terabytes of data. DocuData Solutions' unique business model identifies each customer as an individual project. This project-based approach allows DocuData's staff and equipment resources to be fully dedicated and allocated for each client.

DocuData is headquartered in Dallas, Texas and has been serving Dallas County government agencies in various capacities for nearly 12 years. Originally, known as RACOM Information Technologies, the team of professionals at DocuData was performing services such as microfilming, indexing, and maintenance services for the county from 1992 thru 2000. Facilities in Dallas, Houston, Austin, and Chicago represent the finest in Access Control and Employee Security. DocuData believes firmly in the security and privacy of our client information. DocuData employs a full time Client Privacy Officer (CPO) and each and every employee undergoes comprehensive background checks.

For the Dallas County Clerk's Office proposal, DocuData offers the following Business Process Outsourcing (BPO) services:

- *Data Capture.* Often listed as DocuData's core competency is the capturing of data associated with image scanning. Competition within the marketplace motivated DocuData to develop more efficient means of indexing our client's information. As a result, DocuData's Data Capture staff has clearly become the technology and operations leader within the markets where we compete. DocuData's Professional Services team will employ the technology that best fits the projects needs, from OCR and ICR to Data Entry to Match and Merge the team determines the most efficient process and methodically goes about employing the process until every possible efficiency is achieved. The end result of our data capture services is often a cleaner and more usable and powerful database than the client thought was possible.
- *Business Communications/Mailroom.* Leading edge technology applied to simple letters combined with the latest high-speed laser printers, document handlers, mail handlers, and an advanced computer network produce your communications documents. All documents are formatted, approved, cataloged, and pre-stored in our systems. Special requests for printing of unusual items are handled quickly and efficiently as the result of our technology and process. Your mail is bar-coded and sorted to achieve the maximum postal discount. The mail is then delivered to the United States Postal Service for First Class delivery.

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DocuData also offers digital imaging services, on-site facilities management, information management, and microfilm creation.



Dallas County-based ForceV Technologies will be part of the

BearingPoint Team to provide high-quality staffing for the indexing and data entry requirements of this project. Force V is a NCTRCA certified firm.

ForceV Technologies is a technical staffing company, established in 2000 by two professionals with over 20 years of experience each, in the IT staffing industry. ForceV Technologies is a Hispanic owned and minority NCTRCA certified Limited Liability Corporation. ForceV Technologies has over 40 billable consultants on its staff with a variety of skill sets represented.

In November of 2003, ForceV Technologies formed an association with Kathy Blanck, who brings years of experience in working with the Public Sector. Ms. Blanck owned and operated Interactive Software, an IT services company that completed successful Oracle Applications engagements for the Public Sector. Dallas County had a successful implementation of the Oracle software with Interactive Software Inc, as one of the lead partners.

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4.0 OPERATING MODEL ANALYSIS

OVERVIEW

The BearingPoint Team proposes to make recording easier, more cost effective, and more efficient for the Dallas County Clerk's office. Our proposal brings together the latest technology and a deep understanding of currently-used and proposed future processes for the result you're seeking—one easy-to-use, comprehensive system for filing, recording, managing, reporting on, and accessing official public records.

This section discusses improvements to each of the processes illustrated in the high-level operating models in the Dallas County Clerk's Request for Proposal:

- Filing of Official Public Records
- Filing of Vital Statistics Records
- Birth and Death Certified Copies
- Marriage Application and Filing
- eRecording
- Public Research

Our solution relies on a technically modular structure to bring new efficiencies to each operating model. We also recommend additional value-added services that can boost efficiencies even further. Finally, we list the performance benchmarks that other counties have achieved using Hart InterCivic's Anthem solution, and we suggest appropriate skill sets and staffing levels.

Streamlining Processes

We understand that the Dallas County Clerk's office wants to benefit from new technology, streamlined processes, and reduced administration costs. And we're recommending Hart InterCivic's Anthem solution for its well-defined functionality and easily configurable workflow.

Anthem can support a wide range of operating modules, or document filing processes in the Clerk's office. To determine the most efficient and effective process flows, operating modules, and activities, the BearingPoint Team will perform a Business Process Analysis (BPA) at the beginning of the project. The following recommendations are based on our understanding of operations at the Dallas County Clerk's office and our review of the Starr Solutions report. Actual planning for the Clerk's office will take place after the BPA.

Eliminating Steps

Our proposed solution allows us to dramatically reduce the number of touch points, or times when staff must handle a document. Our recommended process and technology solutions eliminate the following touch points and make the processes for filing documents more efficient:

- Physical stamping with date and time at document registration
- Numbering and checking for filed and recorded stamps
- Applying volume and page numbers to each page of the document
- Re-checking for all stamps and applying the final Clerk stamp
- Re-grouping documents in instrument number order and accounting for all instrument numbers
- Creating the current manual two-part receipt that is validated to the instrument numbers

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A New, More Efficient Process

The new system will require just seven touch points. Below, we describe the remaining manual touch points or steps required for document processing.

Step 1

Anthem registers the document counting the pages by entering basic recording data. Anthem then calculates and distributes fees, posts payment, and assigns the instrument number. Simultaneously, a barcode label and Clerk's registration label is printed.

Steps 2 and 3

The barcode label is affixed to the first page and the registration label is applied to the last page of the document

Step 4

The document is prepared for scanning, the seal is smudged, and paperclips and staples are removed. Documents never have to be re-assembled in instrument number order.

Steps 5 and 6

A batch of documents is placed in the high-speed scanner. The scanner software reads the barcode and validates pages scanned against the pages recorded.

Step 7

Indexing is done from the image. Once verification is completed, the documents are stacked on the proposed automated document mail processing system. This system automatically folds documents, loads them into appropriate envelopes, and labels and meters them without additional handling.

PROPOSED OPERATING MODELS

In the following section we describe many of the key recommendations and benefits of our proposal. These are organized around operating models, which illustrate the work-flow of each major process.

Filing of Official Public Records

The Bearing Point Team understands how important it is to provide efficient and quick service to business and individual County Clerk constituents. The integrated recording, cashiering, and scan-to-index process, shown in the diagram below, can reduce the current nine calendar-day turnaround time to provide same-day availability of indexes and images via public workstation and the Internet.

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In addition to the efficiencies described with the diagram below, our proposed solution tracks actions for each document and each user for improved audibility. Anthem gives immediate visibility to where documents are in the process. Reports can be used to audit key performance measurements and manage staffing needs to support daily workload fluctuations.

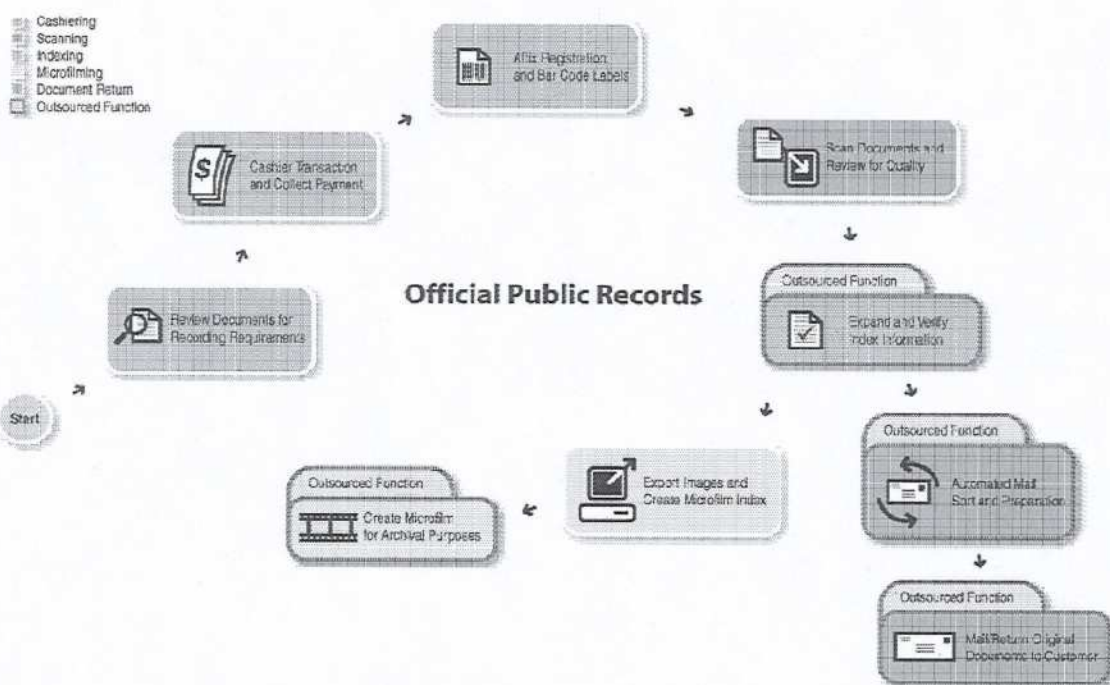
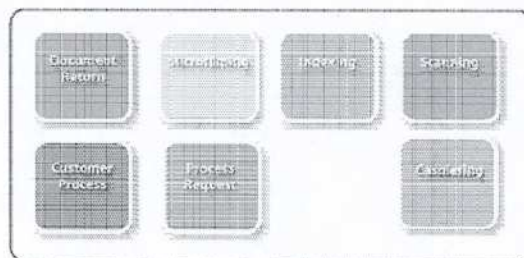
And with our proposed model, the Clerk owns and controls the index and image repository database. Fees currently charged by ACS to the Dallas County Appraisal District for accessing county records will be eliminated. The Clerk gains potentially new revenue opportunities from downloads, CD copies, and Internet access.

To get the most benefit out of the Official Public Records solution described below, we recommend that the County Clerk consider the following:

- The clerks formerly responsible for re-assembling documents into instrument number order and preparing them to be microfilmed—two processes that Anthem will eliminate—should be tasked with document preparation, scanning, and quality control.
- Recording cashiers should enter the returnee mailing address and set a flag for “Pick-up” or “Mail” to communicate label generation to the proposed automated mail-out process.
- A dedicated public access station (kiosk) should be established to allow the public to enter Assumed Name applications, automatically check for the existence of a name, and to submit the application for processing and cashing.
- Place mid-range scanners near the front counter to allow staff to immediately scan Assumed Name Certificates and create certified copies from the system.

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*Proposed Filing Model*

- *Review Documents for Recording Requirements.* Individual documents received at the front counter from walk-up customers can optionally be processed and returned immediately.
 - Verify that all information is present.
- *Cashier Transaction and Collect Payment.* Cashiering fees are automatically calculated, thus eliminating miscalculations, and are then distributed to the correct revenue accounts. Overpayments

are tracked and overage limits for automatic refunds are set. System-generated form letters are available to allow for easy disbursement of refunds.

- Documents received in batches from the title company by mail or over the counter should be cashiered in the back office.
- Payment from other services can also be collected during recording.

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- Recording cashiers should enter the return mail address and set a flag for "Pick-up" or "Mail."
 - This will ultimately initiate label generation for the automated mail-out process.
 - A default address can be set, and additional commonly used addresses included in a pick list.
 - Anthem allows the Cashier to suspend a transaction prior to receipt processing.
- *Affix Registration and Bar Code Labels.*
- The instrument number is assigned with the acceptance of payment. The label printer simultaneously produces a barcode for the first page of the document and a registration label for the last page.
 - Adhesive labels eliminate the need to machine-stamp documents and add volume and page stamps to each page.
- *Scan Documents and Review for Quality.* Staff can scan documents near the front counter using mid-range scanners and review images for quality control before returning the document. During recording, staff can capture the GF# and a batch receipt, which can be submitted to the title company through email. By not stamping each recorder's receipt, eliminating an intensely manual step in the process.
- Documents are prepared for scanning.
 - Information on the barcode label supports automatically appending images to the pre-index data recorded in the Cashiering process.
 - Quality Control staff will verify the images for readability and accuracy;
- page count mismatches between recording and scanning may be verified and corrected.
- Thumbnail views of multi-page images facilitate selection and rearranging of out of order pages.
 - Digital images can be imported from other sources in lieu of scanning.
 - After scanning, images are immediately available from public access workstations and from the Internet.
- *Expand and Verify Index Information (Outsourced).*
- Immediately upon scanning, the images are passed to Automated Indexing.
 - The scanned image will provide the basis for indexing.
 - After verification, document status is automatically changed from "Temporary" to "Permanent" status and become available for viewing on public terminals and over the Internet.
 - The outsourced Indexing staff will be located in DocuData's Dallas facility and will use the same Anthem system.
 - Appropriate security will be maintained based on each user's level of authorization.
 - Documents will never leave the Clerk's office.
 - The indexing rules the Clerk sets in Anthem will prompt Indexers for input and maintain data consistency standards.
- *Export Images and Create Microfilm Index and Create Microfilm for Archival Purposes.*

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- Images will be automatically exported to the Kodak Archive Writer for film processing.
 - DocuData will store the finished film in their secure climate-controlled storage facility in Dallas County.
- *Automated Mail Sort and Preparation and Mail/ Return Original Documents to Customer (Outsourced).*
- Recording cashiers enter the returnee mailing address during the document recording phase and set the flag for "Pick-up" or "Mail." This step signals that a label should be generated during mail-out.
 - A default address can be set, and additional commonly used addresses included in the pick list. This supports address accuracy during the index verification and document return.
 - The return address file will be downloaded to the automated document mail system for label printing.
 - In addition to the ability to track where the document was returned, Anthem allows the clerk to "check in" undeliverable documents that are returned from the post office.
 - Utilizing the barcode on the document, the clerk can flag the document index with a status of "Undeliverable," make corrections to returnee information, and re-send, if applicable.

Filing of Vital Statistics

The BearingPoint Team is well aware of the proposed changes to the State Bureau of Vital Statistics (BVS). The intent is to require electronic birth certificate filing in 2004 and electronic filing for death certificates in

2005. At this point the BVS is indicating that they will not be downloading images to the Clerk but will continue to charge for copies. Many of our customers want to continue to print certificates from Anthem, so we are reviewing ways images can be captured at the point of data entry. We will continue to meet the specific needs of Texas counties.

The Anthem Vitals module, as shown in the diagram below, supports the scanning of Birth and Death records. The system provides the ability to fill certified copy requests from the image, reducing the use of the State Bureau of Vital Statistics online system. Anthem's Vitals module will enhance the county's ability to produce copies, flag records for fraudulent activity, and expunge birth records, as required.

The system supports separate number sequencing for delayed birth records and tracking different types of birth and death certificates. Anthem supports the ability to flag birth records when notification of death is received and expunge the original record as needed when a child's name is edited. A birth record can also be flagged and locked when evidence of fraudulent activity is reported by the State.

➤ *Highlights of Birth and Death Filing*

- Receive certificates and review for required elements.
- Stamp certificate with Clerk's signature and enter initial index information into the integrated system. The system assigns the filing number, which is entered on the certificate.
- Certificates are prepped, scanned, and images are reviewed for quality control.

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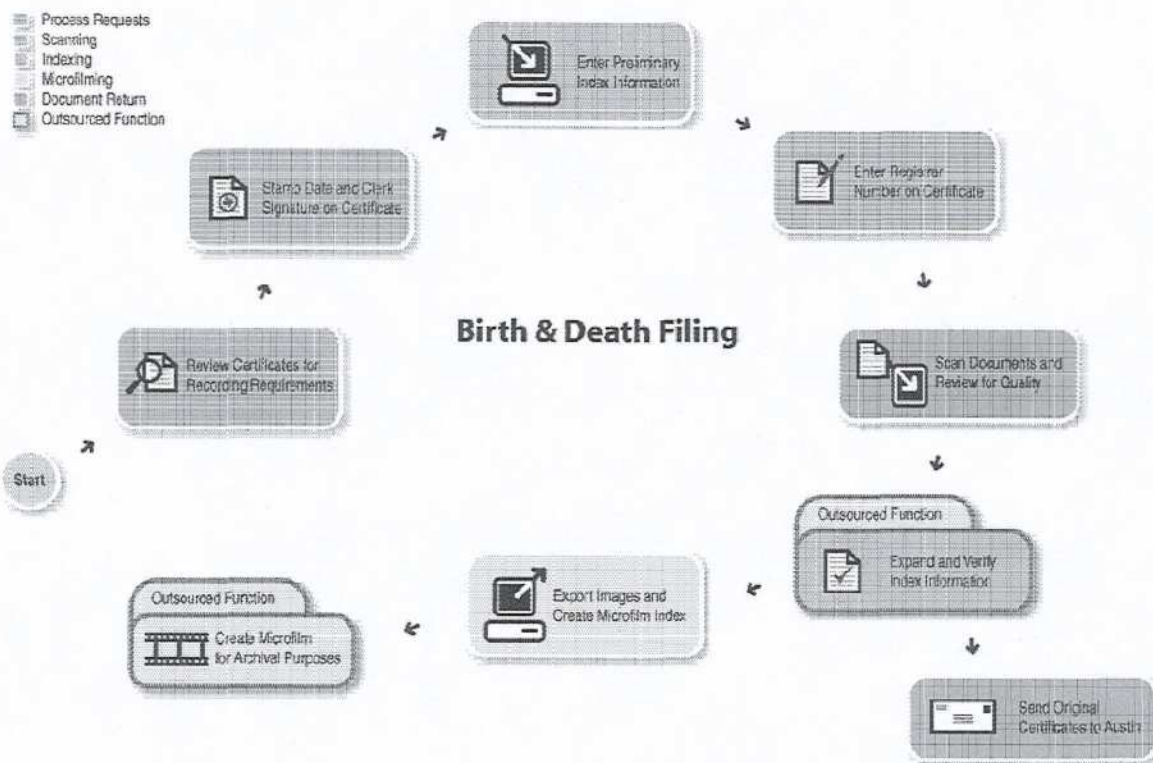
- Additional index information is entered through the Indexing module and the data is verified for accuracy.
- Images are exported to the Archive Writer for film processing and a microfilm index file is created.
- Originals are sent to State BVS.

and requestor information. This information is stored for reference, eliminating the need to manually keep a log of requestors. For printing, images are auto-sized to fit onto State-prescribed certificate paper and optionally printed with an abstract record or a souvenir copy.

Birth and Death Certified Copies

Anthem provides the ability to create certified copies of a birth or death certificates directly from the certificate image. Copies can be produced on numbered security paper directly from the system at the main office and all substations. Integrated cashiering allows fees to be automatically calculated and collected, whether the copies are produced from online images or from microfilm. Processed certified copies from the system require security paper number(s)

Anthem security prevents the public from viewing records during the statutorily required period for birth and death records. Flags can be set on individual records to indicate "Locked by State" and "Death" when necessary. The system tracks the number of certified copies printed, and prompts when the statutory fraud limit is reached.

Proposed Birth and Death Records Filing Model

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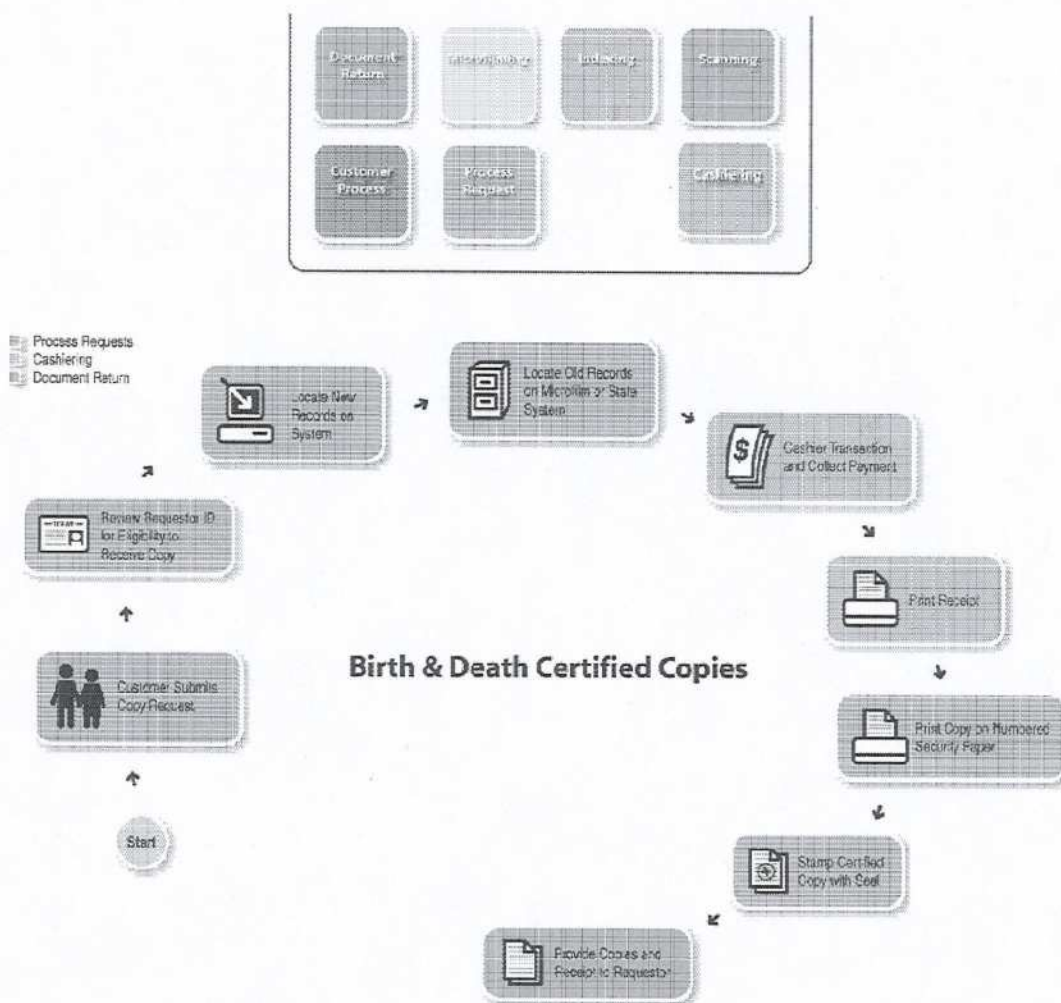
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➤ *Highlights of Birth and Death Certified Copies*

- Receive a request for copy and check identification and eligibility requirements.
- Search for the record and create a copy from the online image. If on microfilm, substations will produce copies from the State BVS system.
- The cashier transactions through the integrated Cashiering system.
- The copy is printed on plain paper or numbered security paper and is stamped with the certified copy stamp and seal.
- Provide copy and receipt to customer.

Proposed Birth and Death Certified Copy Request Process



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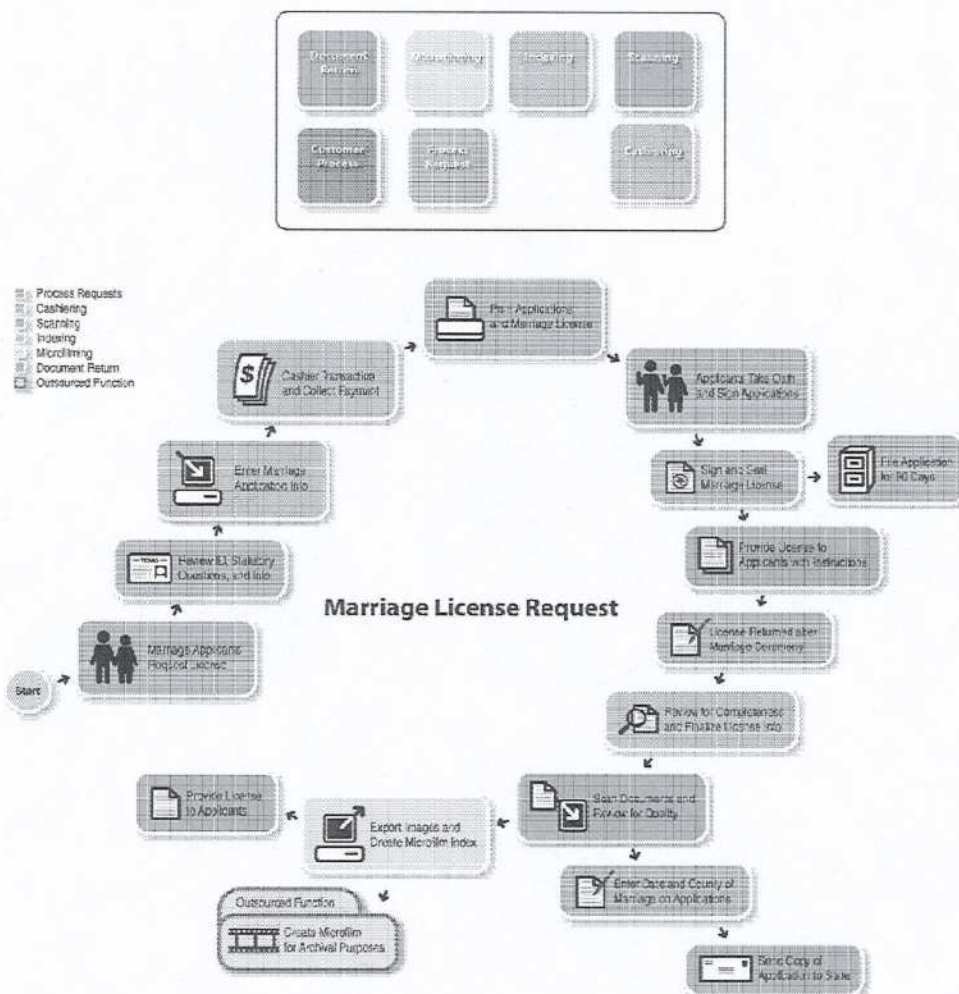
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**Marriage Application and Filing**

Anthem's Marriage module provides advanced features that streamline the marriage application and issuance process. "One-time" data entry into a fully integrated cashiering and recording system improves efficiency and customer service, while greatly reducing the redundant steps involved in a manual process. All forms required to complete the application and marriage license are produced automatically from the system, eliminating the need to type or handwrite forms.

Statutory requirements are monitored and required changes are rapidly implemented within the software to ensure compliance. Applications are formatted to meet the State mandated format, and required fields are validated to confirm that data is captured correctly. Applicant ages are auto-calculated to prevent issuance of the license without parental consent forms.

Applicants with licenses overdue for return are issued reminder letters. Real-time connectivity will provide substations with the same capabilities as the downtown office.

Proposed Marriage License Application and Filing Model

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➤ *Highlights of Marriage License Application and Filing*

- Marriage applicants request a license and present required identification.
- Application information is entered into the system and a draft copy is printed for the applicants to review for accuracy.
- The fees are cashiered and two copies of the final application and any necessary supporting forms (such as parental consent and absent applicant documents) are printed from the system.
- The applicants are sworn and the Clerk's seal is applied. The Marriage License is printed onto the Clerk's custom Marriage License form.
- The Marriage License and instructions are given to the applicants and the applications are filed.
- Once the applicants are married, the license is returned and the final index information is entered into the system.
- The document status is changed to "Recorded." A new number and date are added to the record as a second identification number for additional reporting and filtering.
- Marriage licenses are scanned and the images are verified.
- Images are exported to the Archive Writer for film creation.
- One copy of the application is sent to the State.

eRecording

Anthem's eRecorder supports all documents that meet Property Records Industry Association (PRIA) standards for electronically

transmitted documents. External users such as title companies can create, sign, and transmit documents to the recording office. Documents are submitted, recorded, stored, and indexed electronically within the system. The process is identical to the process for recording paper documents.

The Dallas County Clerk will experience the following benefits from eRecording:

- Faster recording of documents with fewer rejections
- Elimination of errors that may occur during data entry
- Faster public access to records

Anthem eRecorder currently accepts documents from various third-party submitters, including InGeo, ERX (ACS), Kuvera, and eFiling.com. Anthem customers currently using eRecording include:

- Tarrant County, the first eRecording county in Texas
- Alameda County, CA
- Douglas County, CO
- Mecklenburg County, NC
- Snohomish County, WA
- King County, WA

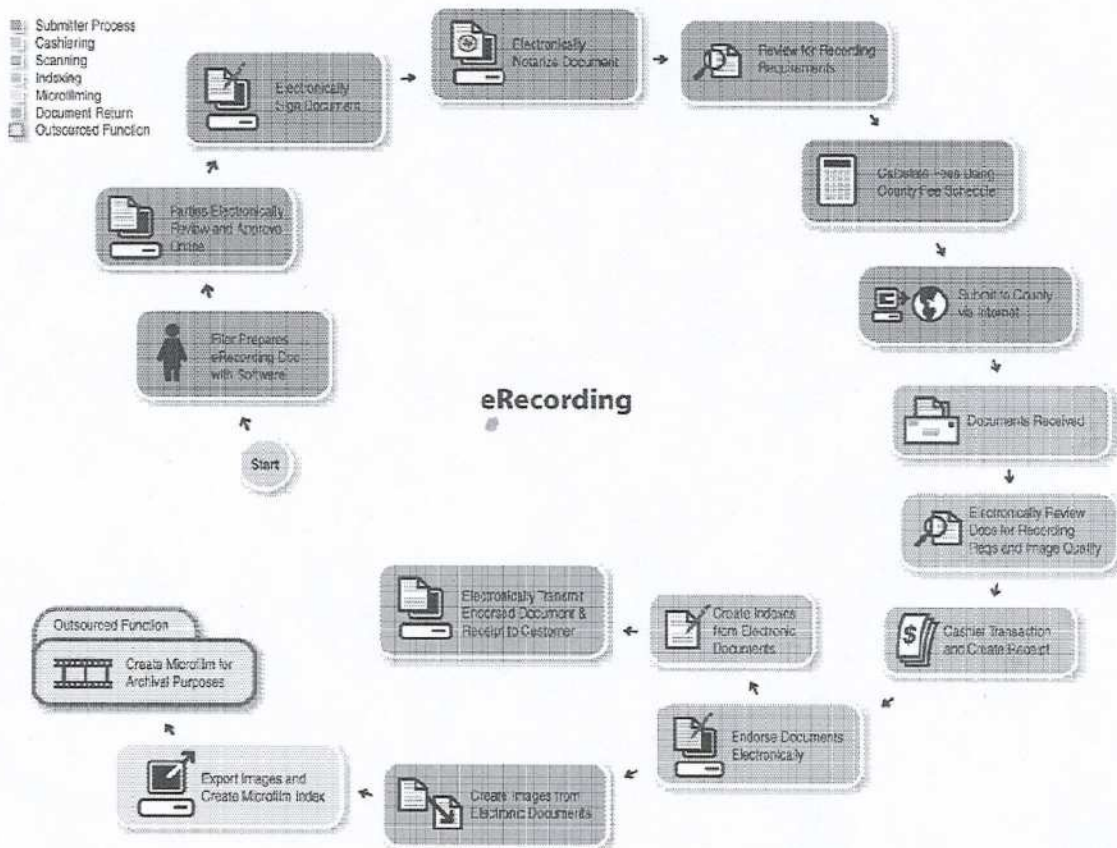
We propose to use Anthem eRecorder as a single, secure point of entry for all submitters, regardless of origin. The BearingPoint team is currently working with Fort Bend County and TexasOnline to implement an integrated eFiling submission for court documents based on the similar legal XML standard.

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*Proposed eRecording Model*➤ *Highlights of eRecording*

- The submitter prepares the electronic document, applies electronic signatures, notarizes it, and submits it to the County Clerk's office.
- The Clerk's office reviews documents for recording requirements and image quality (for Level I and II documents), verifies/edits index information transmitted, and accepts or rejects the document.
- eCashiering of the document is performed without human intervention once the document is accepted. The

submitter's account is debited for the appropriate fees.

- The system electronically applies recording stamps to the image.
- A notification of acceptance or rejection is transmitted to the submitter.
- Level III document images are recorded and indexes are automatically entered into the system. Images are created from the XHTML data.
- eRecorded documents are available in the system as if they were recorded through the standard

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recording process (for example, to create microfilm from TIFF images, export to CD, or search and print from public access points). The index is created from electronic data and the image is added to system when the document is accepted.

Public Research—Local and Internet

The Anthem Public Access module provides a familiar, intuitive browser-based interface for self-service from local public access workstations and the Internet. This reduces staff counter time and increases productivity. Privacy and security are addressed using group level access, along with various levels of access at the user, document, and index level. Security access can be customized for each user with group level security and subscription access features. The Public Access module also supports options for watermarking document images as "Unofficial" until purchased.

The eCommerce features provide multiple access and payment options to public users, including credit card, escrow, and subscription. The Anthem Public Access module uses the industry standard model for eCommerce. The system will have the ability to

establish escrow accounts with the Clerk for access fees and copies. eCommerce transaction copy requests can support several print and receipt options, including:

- 1) Direct print to a printer
- 2) Pick up at the Clerk's office
- 3) Request for the copy to be delivered by mail
- 4) Request for the copy to be certified and mailed
- 5) Held for pick up at the clerk's office after certification

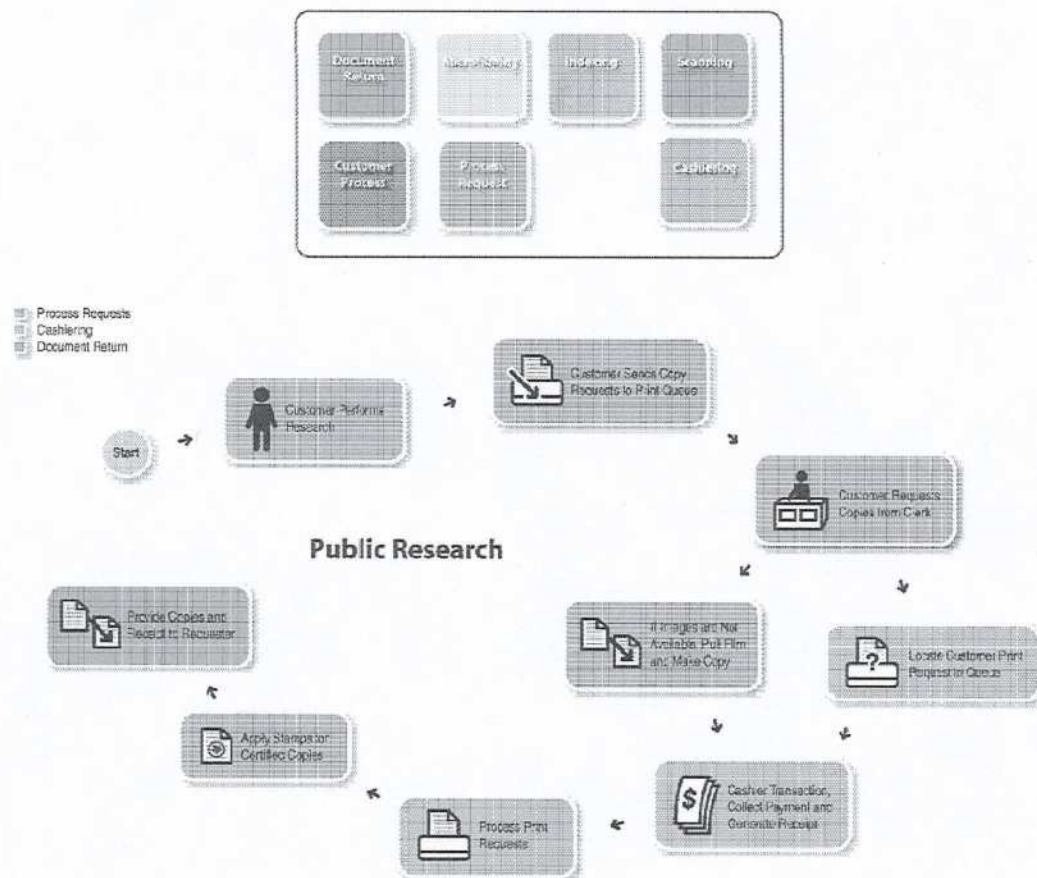
The county can provide a high level of service to its customers, increase revenue, decrease traffic in the office, and provide off-hours access to the records for documents available online.

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*Proposed Index/Public Research Process*➤ *Highlights of Public Research*

- Customer accesses and searches for records from a public research workstation or from the Clerk's Web site.
- Customer submits a request for copies.
- Local copy requests are routed to a print queue or directly to designated printers.
- Cashier locates customer's print request in the system and processes it.
- Internet copy requests are placed in an eCommerce shopping cart to be cashiered through an escrow account or credit card transaction.
- For index searches on an image that is not online, the film record must be pulled and a paper copy made from film.
- The transaction is cashiered, and the copy and receipt are provided to the customer.

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**VALUE ADDED SERVICE
RECOMMENDATIONS TO
BOOST EFFICIENCY**

The BearingPoint Team has highlighted five solutions in the following section to bring greater efficiencies to the Dallas County Clerk's office:

Optional Services

- ePayment Solution
- Mailroom Automation
- Constituent Education and Outreach
- Scanning Court Documents

Included Service

- Film Creation Process

ePayment Solution

ePay and Anthem operate seamlessly to provide integrated credit card authorization, check verification, and guarantee services. Integration provides the ability to accept payment with verification/authorization code fields automatically completed for tracking purposes, eliminating the risk of bad checks. Anthem Cashiering supports the ability to pass on service fees to the customer and automatic calculation of fees based upon a table-driven percentage.

ePay has processed over \$1,000,000,000 in payments and over 24 million transactions for TexasOnline, our award-winning portal for the State of Texas, and is the system of choice for all State of Texas payment applications. ePay is currently being used for online payments by the City of Houston, City of Dallas, City of Mesquite, Travis County, Texas A&M University System, Texas Comptroller, over 75 counties, and approximately 70+ agencies in local government and the state of Texas.

The following fast facts highlight the reliability and capabilities of ePay.

ePay Fast Facts	
Processed \$1B in payments	Processing 1M transactions a month
Available 24x7x365	Easy to integrate into new applications
Secure	Integrates into your financial systems using Smart ePayments™
Call Center Support available 24x7x365	Customer Service interface
Received 2002 George Mitchell Payments System Excellence Award for success as an online payment gateway for Texas agencies, localities and citizens.	

Development Capabilities and Standards

ePay was developed using an industry standard API, so it easily integrates with many platforms. As over 180 active ePay merchants can verify, ePay is both flexible and extensible.

ePay has built in support for convenience fee processing. The State can select a standard format from the interface specification to be designated in the CONVFEE field. Other fields can be used to pass additional processing data using Smart ePayments™.

Payment Capabilities

ePay supports both real-time and batch processing; you simply select the option that will work best for you. Our real-time payment authorization is done via a leased line connection to one of the industry processor leaders, Global Payments.

We have multiple leased line connections to our payment processor. The secondary line will automatically move to primary status if the primary line is not active. The payment engine uses a queuing system to ensure transactions are properly transmitted to the processor. If the processor is not available

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the payment engine will wait a given number of seconds to resend the transaction.

We use Thomson Financial's epicWare to provide verification and correction of checking account routing and account numbers. ACH files are created in compliance with NACHA rules. These files are delivered to the Clerk's bank for processing through the ACH network.

ACH Processing Capabilities

The BearingPoint Payment Gateway provides the following check services.

1. *NACHA file creation.* The BearingPoint Payment Gateway can provide verification and correction of checking routing numbers and account numbers using Thomson Financial's EpicWare. A file is created according to NACHA specifications that the County Clerk's office can present to its bank for processing.
2. *Enhanced Internet ACH processing.* Applications can request the real-time verification of routing numbers and account numbers and have this information cross-checked using various national negative and positive databases. The approved transactions are submitted to the Federal Reserve for processing and the County Clerk will receive a deposit of the approved funds.
3. *Check Conversion with Enhanced ACH processing.* A check reader can be installed at the Point Of Sale that will image the check and send the routing and account number for real-time verification using various national and positive databases. The approved transactions are submitted to the Federal Reserve for processing and the County Clerk will receive a deposit of the approved funds.

4. *Check Guarantee.* Check guarantee can be provided for paper checks, and the Enhanced Internet ACH processing or the Check Conversion options discussed above. The rate for the guarantee is based on history volume of checks, returned checks, and average ticket amount.

Distribution of Information and Payments

The BearingPoint ePay Payment System provides a comprehensive payment solution. The solution consolidates payments into a single reporting structure regardless of the channel. This consolidated solution provides an integrated file that can be used to update the County Clerk's Oracle Financial accounting systems.

ePay can route funds to one set of destinations while routing information to others. We are currently providing this functionality for the State of Texas and the Texas A&M University System.

In fact, ePay will accept multiple transactions for what an individual may consider a single payment. Normally the application automatically handles the distribution. The 2004 roadmap includes the capability to automatically split a single transaction into multiple payment transactions. These multiple transactions can be designated to fund different accounts using Smart ePayments™.

In addition to the automated fund transferring methods discussed above, the BearingPoint financial team can redistribute funds to any account to which they have been granted access, providing still more flexibility.

ePay can even provide file transfer capabilities to and from agencies that are not using the County Clerk's financial accounting system. Using the payment gateway's Smart

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ePayments™, transactions are allowed to have single or multiple deposit account details. This information can be provided to the Clerk's office on a scheduled basis. Data files can be created each day, each weekday, or each bank business day. Again, the Clerk's office has control over selecting a preferred option.

Broad Support for Payment Types

ePay provides support for processing credit cards (MasterCard, Visa, Discover, American Express, Diners Club, and JCB), debit cards, eChecks, and ACH.

Convenient User Interface

As you might expect from an e-commerce solution that has processed over 21 million transactions (and that's for just one of our merchants), the user interface is simple, direct, and friendly. Users don't stumble through unnecessary steps or lose their data along the way. It just works the way you'd expect it to.

Efficient Admin Tools

Our ePay solution includes an online Customer Service interface that provides authorized Clerk's office personnel with real-time access to all transaction authorizations and a customized refund interface. The Customer Service interface gives administrators control to issue, confirm, and complete online refunds. During a refund any financial data can be edited.

Furthermore, we've removed the barriers that prevent Customer Service representatives from providing users with immediate help. A customer service representative can easily:

- View payment status history, related payments, and appropriate transaction details.

- Process refunds and return funds with accounts data using Smart ePayments™.

A BearingPoint Team Administrator can perform the following additional functions:

- Void payments not already processed through the credit card or ACH system.
- Complete tasks without seeing sensitive information such as the credit card or checking account number.
- Setup customer service accounts for the State with the appropriate access privileges.

Critical reporting functions are supported in the ePay Customer Service interface through dynamic searches. A Customer Service representative can search on:

- Date range
- Agency and agency application
- Customer ID
- Trace number
- Transaction amount
- Transaction amount range
- Customer name
- Last four digits of card number
- Routing number
- Last four digits of account number
- Payment type

ePay also provides daily files that can be used to reconcile with the County Clerk's banking receipts and records of settlement activity for merchants using batch settlement.

Security

ePay currently uses many industry standard encryption algorithms and protocols. Communication from a user or another application can occur with SSL using either Triple-DES or RC4 with 128-bit keys. In

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addition, the applications can connect to the gateway using SSL or an IPSEC VPN tunnel with 3DES or AES. We are currently undergoing SAS 70 certification. In partnership with our processor, we screen for unusual activity during every credit card transaction. Finally, we use a hash function in each transaction to ensure application authentication and data integrity.

Fraud screening is accomplished using AVS, CVV2, CVC2, and CID. For government entities our processor does not require these, nor do the credit card associations. The use of CVV2, CVC2, and CID authorization does give the County Clerk a stronger position in charge back situations. ePay and all connecting applications can work together to provide the level of fraud detection desired. For each application developed, we can provide identity verification and registration if needed.

Support for the Future

ePay has the capability to designate custom fields in the payment transaction, Smart ePayments™, enabling ease of integration into the County Clerk's financial accounting systems. This allows multiple Dallas County Clerk department payment applications to send transactions directly to ePay. ePay can consolidate the data provided and transmit that data directly to the Clerk's Treasury or other designated point. ePay provides immediate validation of payment and improves timing of cash flow to the Clerk's office, funds hit the Clerk's accounts within one to three days after payments are accepted online, depending on the payment type. It is this payment processing that *increases cost efficiencies for the County Clerk* through eGovernment—streamlining and in some cases eliminating manual processing.

Our eCommerce system is designed to support multi-channel access. This includes

common channels such as Internet, Kiosk, IVR, and Call Center.

Mailroom Automation

After extensive research with our business partners, we have concluded that an automated and integrated document assembly and mailing process will provide the Dallas County Clerk with the sought-after economies of scale. On its own, however, an improved document assembly and mailing process will not fully meet the County Clerk's needs; it requires support from properly designed technology and improved processes. The BearingPoint Team suggests a combination of process design and technology implementation that will handle current mailing volume and grow with the County Clerk's office as mail volume increases.

To transform the County Clerk's mailroom, we'll use DocuData's mailroom services, which are based on industry leader Pitney Bowes' mailroom hardware and software. This system will be integrated with the Anthem system. We will provide the County Clerk and the public with the following services and functionality:

- Accurate mailings with minimal or no return mail
- Hardware and software configured for your documents and dedicated to your project
- Ability to quickly scale to meet increased mail demand as needed
- Personalized attention and customer service located onsite

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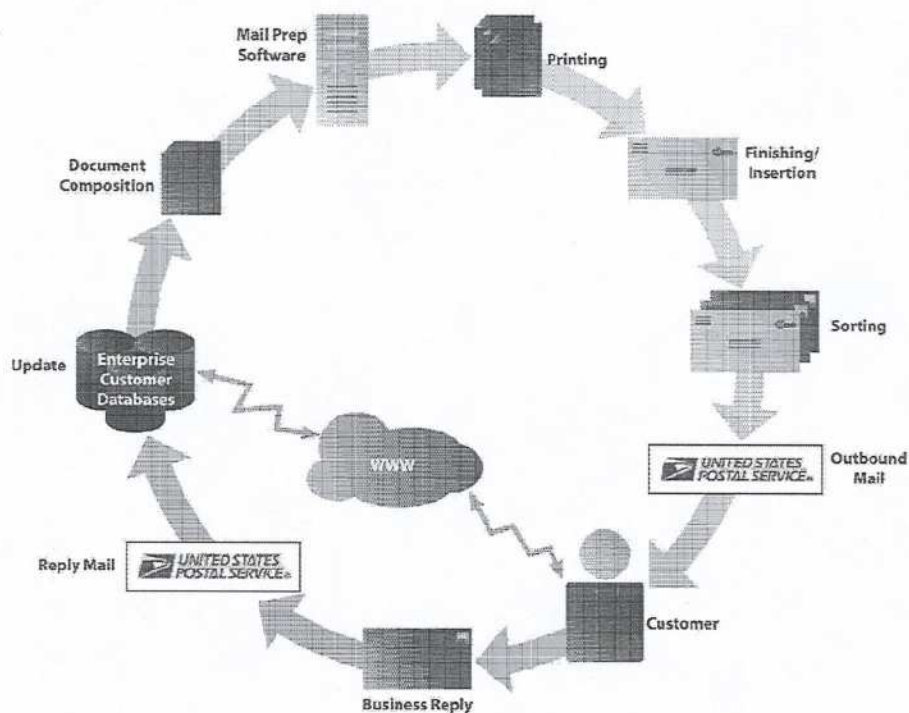


- Dedicated Project Manager and production staff who know and understand County Clerk documents
- Local personnel backup and related contingency plans

High Level Process Overview

The business of mail and messaging is changing rapidly, as is the associated equipment and technology that supports it. The BearingPoint Team proposes to use DocuData and Pitney Bowes Document Messaging Technologies' system, the Closed Loop Messaging Platform. The Closed Loop Message Platform is a flexible

suite of fully integrated products and solutions that can be used as a single, stand-alone product or can scale to become a fully integrated network solution. For the Dallas County Clerk, the system will address and track processes from initial data collection through final document remittance and updating without ever leaving the County Clerk's office building.

Integrated Solutions that Span the Entire Messaging Cycle

Business and Systems Aligned. Business Empowered.™

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Dallas County Clerk's Mail Systems
and Services

Our solution will bring automation, efficiency, and accuracy to the multiple tasks currently required to mail out recorded documents. These improvements translate into improved tracking and auditing, plus discounted mail services, all driving down overall administrative costs. In the following sections, we'll describe the solution in more detail:

1. Pre-processing software
 2. Automated mail finishing solution
 3. Control and reporting system
 4. Presort Services
 5. Mailroom logistics
- *Pre-Processing Software.* The pre-processing phase requires the following applications.
 - *Smart Mailer.* A PC based, CASS certified, postal hygiene product that imports existing address records, standardizes them to USPS specifications. Smart Mailer determines the appropriate zip +4 and the Delivery Point Barcode, two data points that are required to obtain postal discounts.
 - *Forward Trak Net.* Forward Trak Net is an online tool that accesses the postal services' database of over 40 million change of address customers. From this data, the system can update addresses and identify undeliverable documents, which will help to reduce return mail.
 - *PB First.* PB First is a utility program that manages the input, processing, and output files to facilitate automation requirements and postal discounts. Once the input file is received, PB First will automatically extract the address data and export it to Smart Mailer. It then

runs the output of this file against the USPS Fast Forward database using Forward Trak Net. Any invalid or undeliverable addresses are identified and flagged. Valid addresses are formatted with other association information contained in the input file to facilitate the automated inserter system.

- *Automated Mail Finishing.* To automatically finish the mailing process, we require that the following data and tasks be complete.
- *Data Pre-requisites.* The proposed system will reuse Hart's Anthem data to get return address information entered during the cashiering and indexing process that will help automate the mailing process. The system uses the data to automate multiple manual processes into a single, streamlined operation. The minimum data set that must be input via the pre-processing software includes:
 - Instrument number
 - Name
 - Address
 - City, State, Zip
 - Flag designating non mail document

Our pre-processing solution will prepare the addresses for postal discounts and create an address file, indexed by the Instrument number.

- *Material Pre-Requisites.* In order to be processed, each set of documents must include:
 - A barcode with the instrument number affixed to the top page of the document set
 - Stapled document sets

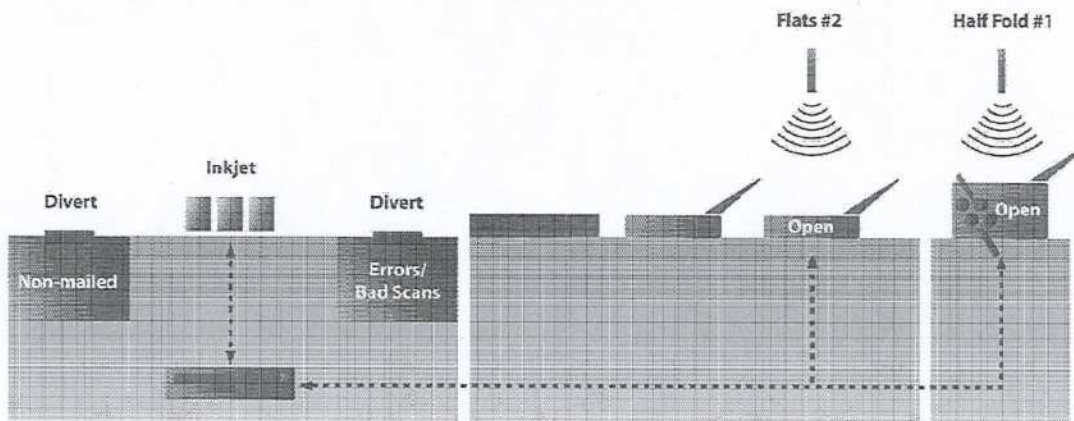
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Document Processing

The proposed inserting system will consist of a mixed thickness, semi-automated document feeder, heavy-duty folder, two additional enclosure feeders, insert engine, sealer, ink jet addressing unit, and stacker. The system is illustrated below.

with the mailing document (instructions, information, etc). The system sorts out document sets not destined for mail (designated for title companies or financial institutions).



Documents are processed as follows:

1. Documents are batched, identified by date, stapled, and brought to the system for processing.
2. The operator opens files for the appropriate date and the Mail Run Data File (MRDF).
3. The operator drops letter size documents into the feeder and sets aside thick document sets (any document over 10 pages).
4. The system scans the instrument number (in barcode format) and performs a "look up" in the MRDF to find the appropriate record.
5. The system folds document sets of approximately 10 pages in half and places them in a closed face #14 envelope. If necessary, additional inserts can be fed with the mailing document
6. The system moves the envelope through an ink jet printer where the address and postnet barcode are applied.
7. Accurately processed mail destined for USPS is sealed, weighed, metered, and transported to the output tray for stacking.
8. Any errors or suspect pieces will be diverted into an exception bin un-metered and unsealed so that an operator can inspect and verify information. "Undeliverable as addressed" pieces are also sorted out and identified as such on the face of the envelope so that operators can easily identify them.
9. The operator changes the system over to flat 9" x 12" envelopes and makes necessary machine adjustments.
10. Remaining flat pieces are then processed through flats feeders, as described above.

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- *Control & Reporting.* The proposed automated finishing system provides an output log showing the disposition of each document set for a given day. The report is historical only, and applies to inserter process only. It can be useful in verifying or researching the processing of a document set in event of an inquiry.

- Presorting available to potentially achieve discounts
- Reporting to the County Clerk
- Hardware and software maintenance
- Human resource management

Proposed SavingsPotential Postal Discounts

We are making the following assumptions in calculating postage savings for the county:

- It appears that the county is paying full, first class postage rates
- Annual volume of 625,000 pieces per year (averaging 2500 per day)
- 85% of currently document volume is marked via USPS (531,000)

Weight Distribution

Type Mail	%	Projected Discount
1 oz. mail (letter)	40%	\$.063 net savings per piece
2 oz. mail (letter)	35%	\$.063 net savings per piece
3 oz.+ mail (flat)	25%	\$.055 net savings per piece

Based on these assumptions, we would project the county will save approximately \$33,000 per year in postage costs.

Return Mail

Return mail is a time consuming and costly problem. The mail is handled multiple times, and postage and outsource costs are duplicated. Furthermore, customers do not receive their documents as expected, which often results in calls or visits, adding even further costs.

- *Presort Services.* There are two fundamental requirements to achieve postal discounts: apply a delivery point bar-code and sort the mail to postal presort specifications. Maintaining any type of sort order for recorded documents is difficult and time consuming. Therefore, we propose the use of our presort services. If you accept this no-cost option, we will transfer finished mail pieces each day and process it through our high-speed Optical Character sorters.

- *Mailroom Logistics.* The BearingPoint Team will dedicate production staff for the day-to-day operations within the mailroom. The Dallas County Clerk will be asked to provide suitable workspace (square footage to be provided) and security for these employees. BearingPoint will provide the following coordination and operational services:

- Receipt of documents
- Integration with Hart InterCivic Anthem software
- Reconciliation of documents via automated data capture
- Preparation of documents for mailing
- Insertion of documents into envelopes
- Non-mailed documents out-sorted
- Inaccurate addresses flagged and corrected

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There are several primary causes of return mail:

1. Invalid or undeliverable address
2. Unreadable address
3. Forwarding order expired/ moved no forwarding

Our solution addresses each cause of return mail:

- The proposed Smart Mailer solution helps address invalid or undeliverable mail, as it will standardize addresses to USPS specifications and reduce "undeliverable as addressed" mail.
- In instances where the data is insufficient to allow delivery, PB First will flag that address as undeliverable and divert it from the mailstream during subsequent processing. This allows for research and correction prior to mailing, thereby significantly reducing return mail labor and postage costs.
- The proposed integrated addressing solution includes a Delivery Point Barcode, ensuring the highest readability and deliverability of all USPS mail.
- Forward Trak Net helps identify addresses that have an expired forwarding address, further reducing return mail.

We would estimate the cost of handling and re-sending return mail to be approximately \$1.50-\$2.00 per piece, considering duplicative postage, outsourced labor to mail, and County employee labor to research. We believe our solution can reduce return mail by 40-60%.

Labor/ Outsource Savings

We estimate the current cost to mail the current workload to be approximately \$96,000

per year--\$.18 X 531,000 documents per year (85% of total mailed). This cost would be eliminated through out proposed solution.

Savings Summary

Overall, we believe the solutions proposed will save the Dallas County Clerk's office in excess of \$150,000 per year in labor, postage, and outsource costs, while providing a more accurate process, significantly improved audit trail, and current technology that will allow the county to gain benefit from its investment for many years.

Constituent Education and Outreach

An aggressive set of communications activities is necessary to ensure that the residents and businesses of Dallas County become aware of the benefits of the new technology services offered by the County Clerk's office. To accomplish this, we will develop a communication plan to increase awareness of the County Clerk's Recording, Indexing & Imaging technology, and capabilities. Additionally, the BearingPoint Team plan will develop a structure to manage the complete marketing and communications process and identify who is responsible for achieving results. Joining the BearingPoint Team in this effort will be the firm of Kathy L. Nealy & Associates, a Dallas-based minority/women-owned business.

The BearingPoint Team proposes a four-step communication methodology to drive growth in awareness and use of Dallas County's Recording, Indexing & Imaging System. It is based on tried and tested methods for similar state and local government online service projects where we have learned what works and what do not.

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**Step 1: Establish the Management Structure**

The BearingPoint Team will coordinate with the Dallas County Clerk's office to develop and implement the internal and external communication plans for the project. Together, the BearingPoint Team and the County Clerk's office will:

- Manage and coordinate the implementation of the communication strategy activities with the various project teams. This includes identifying appropriate internal and external audiences, selecting media channels and designing/customizing communications materials for use.
- Review and refine the strategy during the first several months of the project.
- Monitor and refine the communication work plan on a continuous basis based on feedback as well as changes in circumstances.
- Work closely with the Dallas County Clerk's Project Manager to make sure that all communication efforts are well coordinated and consistent.
- Develop the specific messages to be delivered in close coordination with the assigned messengers or communicators.
- Identify the advertising and public relations materials into which you would like to invest.

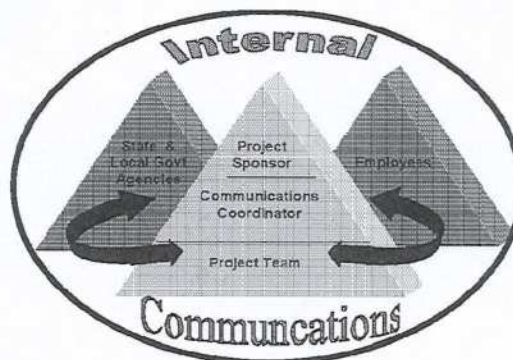
Step 2: Define the Audience and Objectives

One communication medium cannot reach everyone. It is important to define specific target audiences and develop a tailored communication program for each of type of audience. For each audience, the communication program should:

- Define the two broad segments of the departments' constituents (internal and external).
- Set the objectives for reaching them.
- Identify who should "own" or deliver these messages.

Internal Constituents

Your internal constituents include employees and other public entities.



Implementation of many of the processes may result in significant changes to the way business is done. Staff members will naturally resist this to some level. The object of conducting internal communications with internal constituents is to reduce this resistance to change through the following means:

- *Inform* internal employees of affected public entities (other local governments, State of Texas Department of Health) about what are happening and their role in the change.
- *Educate* internal employees about the new service, its uses, and benefits.
- *Build consensus* among departmental and county leadership and information technology staff and ensure everyone agrees on what needs to be done and how to achieve the final goal.

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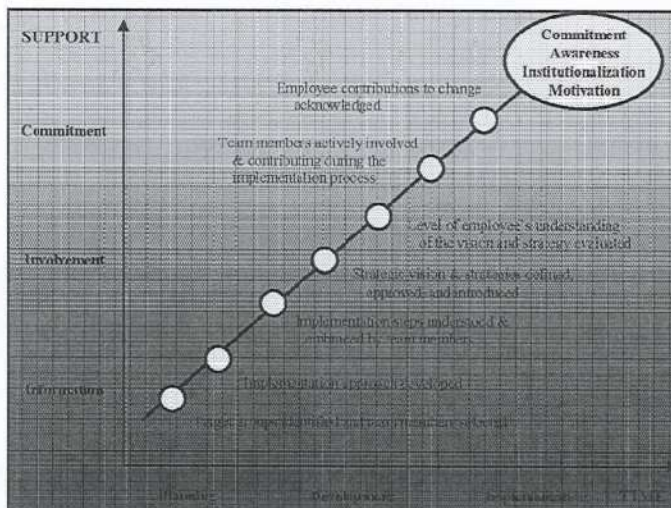
- *Gain commitment and support* and ensure that everyone is on board working towards the same goals and objectives.
- *Coordinate implementation and delivery* and ensure that all the components fit together and there are no surprises in terms of missing deadlines, overrunning budgets, etc.

Just as employees can be champions for spreading the word about the new capabilities, they can also prevent a project from succeeding if they do not support the initiative. They may fear losing their job, may resist change or feel alienated by the fact that they were “kept in the dark” and not made aware of the new services. Whatever the reason, it’s critical that internal constituents are brought into the process immediately. We suggest taking an aggressive internal communications campaign at least one to two months prior to launching any new service to ensure that there is awareness and understanding of the program among internal constituents and what it means to them.

The messenger or “owner” of these communications is as important as the message itself. Therefore, key staff members who are integral to the success and credibility of the internal communication plan, as well as those who may cause the project to fail through lack of support should be identified early on in the process.

Communication objectives may change over time. As each agency moves from planning to implementation, internal constituents move from the awareness to the commitment stage. Various groups will be informed of the initiatives and educate them to build consensus, in an effort to gain the commitment and support to be able to implement and successfully de-

liver the project. The following chart illustrates this evolution.



Internal Communications Objectives Over Time

External Constituents

The external communication plan is geared towards external constituents—title companies, attorneys and citizens. The success of a new service is strongly influenced by the effectiveness of external communications, since true success can only be achieved if external constituents understand, use, and are satisfied with the new online service.

Resistance among external constituents will be considerably lower than that of internal constituents. Nonetheless, the risk is that your constituents won’t be aware of the services available online and, thus, won’t take advantage of them. Therefore, external communications should accomplish the following goals:

- *Educate the public* on the value and benefits of eRecording, online application for a birth or death certificate or marriage license application—less bu-

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reaucratic, more convenient, and potentially faster turn-around time.

- *Promote the use of the new service by reaching out to citizens and businesses in a timely manner, informing them of the new online services, and monitoring the adoption rate.*

Similar to internal communications, external communication objectives can change over time. The focus initially is on building awareness and making people understand and accept the concept of online government services. Over time, the focus shifts educating people about the specific services provided and the value of using each. Since Dallas County already offers many services online, the communication plan should account for previous marketing activities and the success of those initiatives.

Step 3: Develop the Communications Strategy

For an electronic government initiative to be successful, the public needs to know what new services are available and how to access them. The BearingPoint Team recommends the following steps for rolling out the Dallas County Clerk's awareness campaign:

- 1) Take Inventory – Complete A “Communications Checklist.” *How do you currently communicate with the public?*
- 2) Develop the communications strategy. *How will you build awareness and usage?*
- 3) Design and develop an advertising and public relations campaign and associated materials. *What are the most cost-effective ways to get your message out?*
- 4) Roll out the campaign. When will you begin the campaign? *How long will it*

run?

- 5) Measure the results. *How and when will results be measured?*

The BearingPoint Team will assist Dallas County with all phases of plan development based on our experience and success with other local government initiatives to bring services online.

Step 4: Develop and Implement the Work Plan

The final step is to work with the County Clerk's office to develop a sequence for planning, implementing, and reviewing the overall communication strategy for the Dallas County Clerk.

Based on our experience with the State of Texas; the State of Mississippi; the City of Sacramento, California; the City of Houston, Texas; Travis County, Texas; the City of Dallas, Texas, and the Dallas County Tax Assessor-Collector, we will likely propose a multi-tiered marketing strategy. The goal of our strategy and associated work plan will be to promote the new capabilities of the Dallas County Recording, Indexing & Imaging System. Given that acceptance of the e-recording service will require the private sector to invest in related technology to create electronic documents that can be recorded through an e-recording model, it will be especially important to inform these users of the new service and the benefits of it.

Specifically, the BearingPoint Team will work with the Dallas County Clerk to develop and implement the community education and outreach work plan, which may include the following activities:

- Press conference with Cynthia Figueroa Calhouon, the Dallas County Clerk, and the appropriate Dallas County Commis-

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sioners to announce the launch of the service to the Office's constituents (i.e., title companies, legal firms, and other potential high-volume users) and the general public. A press kit with executive summary, FAQ, and contact list will be made available to the media.

- Public service advertising campaign to run on local TV and radio stations.
- Advertisement placed in the *Dallas Morning News* and *Fort Worth Star Telegram*
- Direct mail campaign to title companies (especially those renting space on the 3rd floor for researching and printing purposes), research firms, real estate brokers, appraisal companies, funeral homes, and hospitals who file and/or request records from the Dallas County Clerk currently
- Memo from the Dallas County Clerk to other public entities such as the courts, other Dallas County or City of Dallas departments, and the State of Texas Department of Health Bureau of Vital Statistics who may need to be made aware of the new services
- Professionally designed and "please take one cards" describing the new services placed in the Dallas County Clerk Recording Division lobby and lobbies of satellite offices
- Placement of a prominent link to the service on the homepage of the Dallas County website, www.dallascounty.org
- Professionally designed handouts / cards for Cynthia Figueroa Calhouon, the Dallas County Clerk, to make available at

her public speaking engagements describing the new service, and

- Request for community /neighborhood organizations, business organizations like Dallas Chamber of Commerce, ethnic organizations, political organizations, labor organizations, and professional associations (for example, serving Dallas Bar Association) to tell their membership about the new service.

To summarize, the techniques we just discussed are not just ideas—they are in use right now marketing one of the largest eGovernment initiatives in the nation, www.TexasOnline.com, the official Web site of Texas. We have learned what works and what doesn't in marketing online government services, and are eager to apply these lessons learned in Dallas County.

Scanning Court Documents

Addendum 2 of the RFP indicated that Probate and Civil document management for Court documents is outside the scope of this project. However, sufficient information was provided to determine that ACS films approximately 200,000 pages per year. Rather than leave these documents dependent on the current vendor service, we recommend that the Clerk's office adopt the Anthem Court Document Management module. Our proposal includes capabilities for scanning court documents and passing images to the Kodak Archive Writer for film creation.

Among the key benefits is support for online searches of court documents by film volume number. Additionally, the collective digital image database could be converted at a later date to a case management system.

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**Film Creation Process**

The Anthem system will pass all images to DocuData, who will in turn transfer them to the Kodak Document Archive Writer located at DocuData's office in Dallas. The Kodak Document Archive Writer converts digital documents to an analog format and writes them to microfilm media for long-term storage and access. The Document Archive Writer accepts TIFF digital document images and converts them to analog images on 16mm silver halide-based film. Images are crisp, have excellent density and are converted to film as perfectly aligned images on microfilm. DocuData will process all images from digital format directly to microfilm. This will be accomplished at the same secure, local facility where we will be indexing all deed records images.

The Document Archive Writer will:

- Accept bi-tonal TIFF image files, uncompressed or Group III or IV compressed to support flexible input
- Accept image resolutions from 100 to 600 dpi
- Scale images automatically from 20:1 to 60:1 to readily match image application format requirements
- Add image-mark coding to film to support rapid, automated retrieval (Blip)

Microfilm will be stored at DocuData's state-of-the-art facility in Dallas. The building is secured by physical features like multi-zone smoke detection and fire suppression, separate air conditioning cooling zones, 24-hour surveillance and badge-only, man-trap entry. Strictly enforced processes add another layer of security; visitors must sign in and out and be escorted at all times while onsite. DocuData requires all employees to pass a background check and sign a Confidentiality Agreement.

PERFORMANCE STANDARDS**Initial Anthem Benchmark**

Functional Area Staffing	Daily Number of Transactions per FTE
Recording Cashiers	400 average documents (title company, mail) 200 average documents (walk-in documents)
Scanning Clerks	900 scanned documents
Public Research Clerks	25 public research requests
Vitals, Marriage, and Assumed Name Clerks	12 assumed names documents 8 marriage licenses 10-15 vital research requests

County Staff Skill Sets and Computer LiteracyMinimum Skill Sets

The County Clerk's staff will be trained on the functions to which they have been assigned. Therefore, an understanding of the specific business rules and processes involved in carrying out a particular business function is critical. If the County Clerk is interested in cross-training staff to perform several functions, the BearingPoint Team will work with the appropriate County Clerk managers to identify prospects for such cross training. Other skill sets that we recommend for County Clerk's staff include:

- Attention to details
- Hands-on personnel management experience for those assigned to supervise or manage staff
- Efficient typing skills for individuals assigned to perform indexing/data entry

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- Intermediate to advanced math skills for those assigned to cashiering functions
- Good interpersonal skills, especially for those providing direct customer service and public interaction

Additionally, OPR index staff to which the County will outsource indexing responsibilities will have appropriate training and experience with indexing the relevant document types.

Minimum Computer Literacy

We are accustomed to working with counties and staff with various levels of computer literacy. Our experience in implementing Anthem ranges from counties already experienced with technology to counties that previously had not used automation or computers. Therefore, we have structured our training methodology to work with many different levels of staff experience. We'll assess the skill sets and experience of the Dallas County staff prior to training. We use an assessment questionnaire to help us customize the training sessions to meet the needs of the participants and segment the classes according to experience level.

Ideally, new Anthem users have some working knowledge of a PC, including use of the keyboard and mouse. It is also helpful for staff members to have experience with Microsoft Windows or similar graphical user interfaces and a basic understanding of Windows terminology.

Staffing Levels

The following minimum staffing levels are based on:

- Information provided in the RFP
- The assumption that 2,500 Real Property and Assumed Names records are processed daily
- Our experience with similar counties

We recommend the following minimum staffing levels for the Dallas County Clerk's office:

Departments	Staffing Levels
Control Mail	1 Clerk if outsourced
Real Property	4 Cashiers/some recording and customer service 1 Cashiers/recording real estate and assumed names – instant return/low-volume scanning 2 Cashiers/back office for title/mail
Vital Statistics	2 marriage issuance staff in the main office 2 birth/death filing and certified copy issuance staff in the main office 5 marriage issuance staff, birth and death filing and certified copy issuance staff (initial filing and State BVS only) for substations 3 marriage license and birth/death recording staff
Scanning/QC	Assuming scanning 15,000 pages/day: 2 scanning clerks
Total Minimum Staff Requirements	22

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5.0 PROPOSED APPLICATION SOFTWARE

The Next Generation in Document Recording

The Dallas County Clerk's Office processes volumes of official documents and records each year. Managing these documents, archiving them, and making them available to businesses and citizens in a time-effective manner can be a tremendous task.

To help manage the day-to-day details of the Dallas County Clerk's records management processes, the BearingPoint Team offers you the Anthem Official Public Records (OPR) software suite as a foundation for the solution. Through its intuitive design and forward-thinking functionality, Anthem automates office workflow and can significantly increase overall efficiency.

Anthem is a fully integrated product suite that speeds the processing and recording of land records and other documents. The Anthem platform provides a number of core functions:

- Document Recording and Reception
- Scanning and Imaging
- Indexing and Verification
- Storage and Archiving
- Records Search and Retrieval
- Cashiering and Cash Management
- Systems Administration

Anthem also supports leading-edge functionality such as Automated Indexing, which automatically identifies document types and index data and enters that information into predetermined fields. Features like Automated Indexing not only simplify basic operations, but also allow users to focus more directly on more complex tasks like verification of records and quality control.

We understand that public access has become a growing concern in local governments, and our solution can help the Dallas County Clerk's Office reach out to citizens. Anthem is designed to offer the same functionality that is available in the County Clerk's office via the Internet with Web-based public access and subscription services. In other words, a user can use any standard browser to log in, search for and retrieve documents, pay for and print them, regardless of whether a user is sitting in the County Clerk's office or at a title company office. With Anthem, the Dallas County Clerk's Office will be a model of support for public access.

The Anthem platform includes applications that address the major functions required in the Dallas County Clerk's Office, and all applications interface together seamlessly. Anthem supports a table-driven configuration, which allows the Dallas County Clerk's Office to configure the system to its unique business needs. By combining table-driven configuration with a fully integrated design, the Anthem system provides commercial off-the-shelf software with the "feel" of a custom system. Our approach delivers significant advantages in reliability, maintainability, and value.

Our Product Development Team utilizes PowerBuilder 8.0 and VB.Net as the base language for all Anthem products. The Anthem system supports Microsoft Windows XP®, Windows NT 4.0®, and Windows 2000® client environments. Users will access Anthem applications and modules through a common interface to collect and store data in a single relational database.

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The diagram below, Anthem Architecture, details the current configuration of the complete Anthem suite.

- *Anthem Marriage.* Issues marriage applications and manages the return, reception, indexing, and scanning of the marriage license.

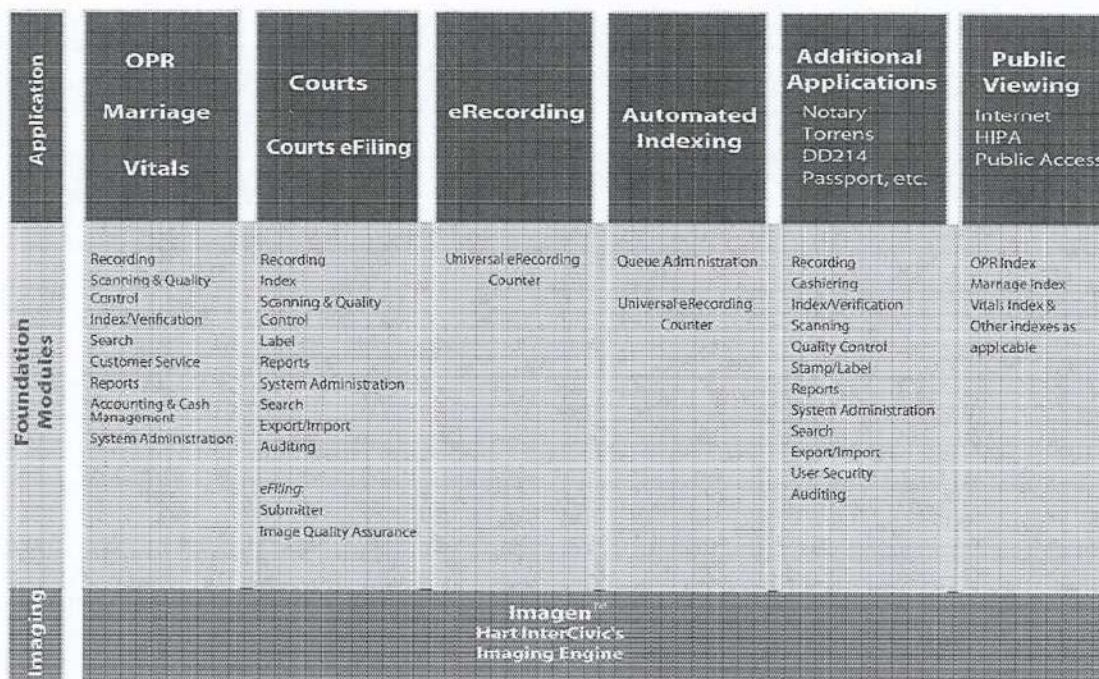


Exhibit 5-1. Anthem Architecture: Anthem is a fully integrated system for recording the wide range of public records managed by the Dallas County Clerk.

Our solution for the Dallas County Clerk's Office includes the following applications:

- *Anthem Official Public Records (OPR) Platform.* Comprehensive business-driven components that support recording, imaging, indexing, and management of land records and other documents. The Anthem platform also manages UCC (finance) documents, assumed names (DBA), and military discharge (DD214).
- *Anthem Vitals (Birth and Death).* Allows reception, indexing, and scanning of birth and death records.
- *Advanced Backfile.* A stand-alone application for batch importing of legacy records into Anthem.
- *Map and Plat.* Provides support for the reception, indexing and scanning of large-format map and plat records.
- *Anthem Public Access.* A public inquiry strategy that supports local and Internet public access to records through a standard browser.
- *Anthem Automated Indexing.* An innovative system that learns over time and

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is tested to greatly increase indexing productivity.

- *Anthem Courts.* The Anthem Courts application enhances existing case management systems through the addition of indexed imaging.
- *eRecording.* Anthem eRecording allows all documents meeting Property Records Industry Association (PRIA) standards to be electronically submitted and recorded. The eRecording application also includes new government-to-government eFiling capability.
- *Imagen.* The Anthem imaging engine is Hart Imagen™. Built on scalable technologies, Imagen allows the storage, retrieval, and management of images as required by Anthem.

From beginning to end, Anthem offers an intuitive, secure user interface. Before using the system, every user is issued a User ID and a password. Any actions taken during a user's time on the system are linked directly to that individual's User ID. Additionally, throughout the application, Anthem provides multiple avenues for accessing system functions and applications, including menus, icons, and keyboard shortcuts, or "hot keys." Online help is available to users by pressing the F1 function key at any point in the application, and general system information is accessed through a standard Help menu.

The following sections provide a much more detailed look at Anthem OPR features and functionality. From eRecording to payments, from certification and report generation to archiving, Anthem offers you a tested, reliable system for your document and official records management needs.

ANTHEM OFFICIAL PUBLIC RECORDS PLATFORM

Anthem recording procedures, interfaces, and indexes are inherently flexible and can be tailored to meet the Dallas County Clerk's specific local recording conventions. All of the following descriptions are based on a standard Anthem implementation, but the actual processes and workflows can be customized and configured according to The Dallas County Clerk's needs and established practices.

Anthem can record multiple types of documents, including land records, transfer, or excise tax documents, and ownership documents associated with land records. The indexes available for recording are dependent on the specific indexes supported by the county. For example, the county may choose to have a general land records index that includes both standard land documents and map documents, or the county may elect to separate the indexes into regular land documents and map documents.

The Anthem system supports multiple recording and cashiering workstations for simultaneous recording throughout the office. System-generated instrument numbers, book and page numbers, and recording date/time are assigned when payment is collected and the transaction is completed. Assignment of instrument numbers and book/page can be determined by the individual recording location workstation when multiple number sequences are required. Automatic fee calculation is based on user-maintained entry tables. There are three basic steps to enter land records information and document images:

- *Initial Document Reception.* Minimally, the user enters the document type and page count from each incoming docu-

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ment. Anthem is flexible in this regard. The County could elect to also enter grantor/grantee, legal, and cross-reference information at the time of recording. The system computes recording fees based on document type and page count, and then assigns the instrument number.

- *Payment Collection.* Anthem supports the collection of cash, check, credit card, escrow, and voucher payments. Receipt information is captured and easily accessible by users with appropriate security rights.
- *Stamping and Labeling.* After the document is assigned an instrument number, a label is created with the document information and bar code.

Document Reception

Anthem can record single and multiple document batches, in addition to reserving document numbers for future use. These features accommodate individual clients on a "walk-in" basis as well as large-volume clients with the convenience of batch recording.

During batch recording, a specific delivery method is identified and assigned to each batch. The user can either manually assign the delivery method or use the default setting of the workstation. Delivery method options include the following:

- Walk-in batch
- Mail batch – specific delivery method is selected from a drop-down list (i.e., U.S. Mail, FedEx, UPS, etc.)
- Suspended batch
- Title company reserved batch
- eRecording batch
- Reserve and process batch

The Document Reception module supports many features such as:

- System-generated rejection letters
- Fee override
- Temporary indexing of party names and legal descriptions
- Tax collection
- Recording of subdivision plans, including an automatically assigned identification number
- Saving current work for later retrieval

Each document reception workstation is designed to expedite data entry. Document validation rules are accessible by each workstation, ensuring immediate system response for automatic validation of entered information. The system also populates fields immediately, eliminating wait time for information receipt.

Indexed and System-Generated Searchable Fields

Anthem supports multiple searchable fields that can be automatically populated through a seamless interface with Anthem Automated Indexing or manually entered by the user during Document Reception. The indexed searchable fields are presented below:

- Grantors
- Grantees
- Role/Status
- Document Type
- Legal Description (Subdivision/Lot/Block/Unit/Location)
- Freeform Legal Description
- Parcel ID (Tax Identification Number)
- Cross-reference (book/page and instrument number)

Additional system-generated searchable fields include recording date/time, instrument number, and book and page numbers.

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Reserve Instrument Number/Batch
Recording

Anthem supports document batching regardless of size. Based upon a filer's typical use of the system, the batching process provides the option to assign or pre-assign consecutive batch identification numbers to documents in the following ways:

- *Interactive Batch.* Single or multiple documents can represent a batch with related documents entered and automatically priced without the pre-assignment of batch identification numbers. The system sequences through the instrument numbers while the interactive batch recording is in process.
- *Pre-assigned Batch.* High-volume filers, such as title companies, can be supplied pre-assigned batch identification numbers for document batches. When the batch record is created, the appropriate number of identification numbers are reserved. The system suspends interactive batch recording while the pre-assigned numbers are assigned.

Payment Collection

When a user indicates that they are finished compiling the desired information and the records batch is complete, Anthem will present the Payment Collection screen. This screen shows the total number of documents, the total number of pages, the total recording fees, and the cashier's username. The customer's name is shown to verify the account, and it can be changed if it is incorrect or if it was not previously entered.

The payment collection process employs blank fields for entering transaction information and system-calculated fields. The system-calculated fields not only foster accurate fee calculation and complete payment for each transaction, but also provide an audit trail. Additionally, the system automatically checks customer accounts for sufficient funds before recording documents.

Transactions are linked to customer name, recording and instrument numbers, and revenue categories. Receipts are printed for each transaction, and a filing sequence is assigned to simplify reconciliation as well as provide an audit trail.

The available payment options include cash, checks, escrow, and voucher accounts plus additional payment type fields such as Warrant Authorization, Credit Card Authorization, Direct Deposit Authorization, and LegalEase as needed. The user enters the total cash amount in the Cash field. The check number and check amount are entered for each check, and multiple checks are allowed up to a quantity of 99,999. Exhibit 5-2 shows a typical Payment Collection screen:

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Exhibit 5-2. Payment Collection Screen: This screen provides an intuitive interface employing drop-down menus, automatic system-calculated fields, and clearly labeled user entry fields.

Issuing Receipts

Anthem produces receipts using a slip/validation printer. Most slip/validation printers can also provide an automatic means of check endorsement, as well as produce a receipt and journal roll.

A typical receipt heading shows the county's address and main office telephone number, but the County can easily change the header information. The receipt also has space for footer information, typically used to print messages

such as "Thank You" or "Please Visit Us Online at <http://www.dallascounty.org>" at the bottom of the receipt. The body of the receipt displays the customer name, receipt number, issue date, document/service detail, total amount due, payment tendered, and change due. The individual document/service detail information includes the recording time, instrument number, optional book number, page number, document/service type, and fee.

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Receipts are printed immediately after the cashier accepts cash, checks, or charges to escrow or voucher accounts. Receipts can be configured and maintained by an application administrator with code table access on a department-by-department basis within an office. Anthem provides for the reprinting of receipts on request whenever necessary in the process. Reprinted receipts are marked "DUPLICATE" in the receipt heading.

Check Endorsement

Financial slip printers, such as those used to issue receipts, can also endorse checks by automatically positioning the check using an electronic eye. An authorized user, such as an application administrator determined by The Dallas County Clerk, would have access to the validation text to endorse checks.

System-Generated Index Entries

When payment is collected, the system automatically creates an index record and assigns an instrument number to the transaction. The instrument number and related information such as book and page and the date and time of filing are printed on the document or barcode labels using standard label stock.

For multiple reception lines and multiple batches, the system automatically sequences instrument numbers. Consecutive numbers are assigned after recording fees are processed. Anthem typically follows the same procedure when automatically assigning optional book and page numbers during payment collection. The date and time are automatically recorded for each document simultaneously.

Stamping and Labeling

Anthem supports a wide range of stamps and label printing. After printing the receipt and endorsing checks, Anthem prompts the user with the Print Labels screen. The screen displays a list of documents in the order

recorded, along with instrument numbers, transaction/document types, page counts, recording fees, and tax amounts.

Production of Registration Information, Barcodes, and Trailer Pages

The stamp queue can be automatically displayed following each transaction or accessed using the main toolbar. Stamp queue options for creating registration, bar code, and trailer page information can be set to specific defaults, activated and deactivated, and accessed as necessary within each individual transaction. Registration and bar code information can be produced using self-adhesive labels or by a bar code separator sheet/trailer page combination.

The registration and barcode labels are placed on the first page of the document, and, if applicable, the trailer page is placed at the end of the document. Labels and trailer pages can be reprinted on demand using the Receipt Inquiry module or from the Index Detail of the recorded document.

Stamp Options

Anthem can automatically print the identification number, date, time, book and page number(s), recording fee, instrument number, and transfer fee information directly onto the document as part of the recording process.

Labels

Anthem provides numerous label-printing options, including registration and barcode labels, mailing labels, and page labels for single documents and selected document lists. Alternately, the Print Labels screen can be configured to inhibit automatic printing of labels and trailer pages following each transaction.

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**Barcode Technology**

Barcode labels can be printed for each document or document page through Anthem. The codes typically include information such as instrument number or volume and page.

Reprinting Options for Registration, Barcode, and Trailer Page Information

The user can access the stamp queue as needed to reprint registration, barcode, or trailer page information for a document that has not yet been verified.

Scanning and Quality Control

The Scanning and Quality Control module converts paper documents to electronic images and stores the images on magnetic media for future retrieval. Each document image is associated with a particular index entry by means of the unique instrument number assigned by Anthem during document reception. Scanning can be performed whenever necessary in the process, as Anthem allows immediate, batch, and off-site scanning.

Anthem supports the use of a broad array of flatbed scanners and automatic feed scanners and can use scanners compatible with Kofax control cards and software.

Simplex and Duplex

Anthem supports simplex and duplex scanning, limited only by capabilities of the specific document scanner. The proposed system accomplishes duplex operation by scanning both sides of a page simultaneously and verifying the presence of text on each page. Pages containing less text than stipulated by the preset threshold are not added to the total page count of the document.

Flexible Batch Management

Anthem facilitates the scanning of single or batched documents with the following two modes of operation:

- *Immediate/Low-Volume Mode.* In the low-volume mode, a scan operator manually selects the document to be scanned from a Scan Queue list. This list can be retrieved by several criteria, but is typically based on the recording date. The image is automatically captured by the imaging engine and stored in a hierarchy structured as cabinet ► drawer ► folder ► document. The document becomes available to the public after being stored.

Discrepancies between the number of pages recorded and pages scanned cause a warning message to display to the scanner operator during low-volume mode. The operator can resolve the discrepancy by rescanning the document or accepting the discrepancy and updating the index accordingly. Low-volume operations can support documents up to 11" x 17" by using the scanner's optional flatbed capability.

- *Batch/High-Volume Mode.* In high-volume mode, the scanning hardware uses bar code labels, rather than operator input, to identify and index documents. A scan recording mismatch report allows an operator to go back and correct errors using the low-volume scan module. High-volume scanning is only possible with standard paper sizes of 8½" x 11" or 8½" x 14".

Finally, multiple documents can be scanned (unordered) in one batch using Batch Scan. Errors can easily be corrected by rescanning using available options.

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**Annotations**

Images can be electronically annotated to enhance the usefulness of the image or protect sensitive information. These annotations are in overlay form and do not adversely affect the original image. Available annotation options are redaction, highlighter, hollow rectangle, text, text from file, hyperlink, free-hand line, straight line, attach note, rubber stamp, and initial stamp.

TIFF Import

In addition to scanning paper documents, electronic images in TIFF format can be imported. This option is used extensively in the importing of maps and plats.

Map Import

Anthem supports the scanning of large plans using large-format scanners. Subdivision plans are searchable through the Land Records index and separate Plans index.

In addition to regular document scanning, the Low-Volume Scan module can be configured to interface with large-format engineering scanners for capturing map-size drawings.

Quality Control (QC)

Quality Control, also referred to as Quality Check or Image Verification, provides a process by which a user can verify image quality.

The Anthem system uses fields to retrieve a list of documents for Quality Control. The fields are index to scan (land records, marriage, etc.), date filed range, instrument number range, scan date range, scan batch number range, and QC options (all documents or "not verified" only).

After selection, the Quality Control List appears. Fields displayed are date filed, instrument number, document type, content type, image status, pages scanned, pages re-

corded, scanned by, scan date, verified by, and verified date.

To begin the Image Verification process, a user selects the document(s) to verify. The process of image verification can be accomplished in two ways:

- Navigating through each page of the document without making changes marks the image as verified.
- The user can manually verify or reject the image by using menu options or hot keys.

A Mismatch Error appears when a user attempts to advance past the current document, but the number of pages scanned does not match the number of pages recorded. The user can respond by accepting or rescanning the image.

When the images have been verified, the user can return to the QC List screen and confirm that completed documents correctly show their status as "verified."

Indexing and Verification

Anthem's Indexing and Verification processes provide index data expansion and verification for document classes within the records index. Once scanned, documents are available for index expansion. Images are displayed along with the Index Detail screen, showing the instrument number, image content type (public/nonpublic), and page number of total pages in the title bar. Finally, Anthem automatically creates a single source index whereby the master document, grantor, and grantee tables generate index entries.

Indexing

Documents are assigned to a user for index expansion in system-assigned batches. We

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will work with The Dallas County Clerk's Office to identify the necessary batch sizes. Additionally, supervisory functions are available for on-demand reassignment and creation of document batches as needed. Documents are assigned to a batch in a first-in, first-out fashion. A group of documents remain with the assigned user until the documents in that batch have been indexed, at which time they may be retrieved for verification.

A user begins the process by accessing the Index module, at which time a prompt appears for the user to choose either New Batch or Old Batch. If New Batch is selected, the next group of non-indexed documents is created with a system-assigned batch number.

If Old Batch is selected, the user chooses from a list of existing batches assigned to the user. The list displays the batch number, beginning and ending instrument numbers within the batch, time of assignment, total number of documents in the batch, and total number of documents indexed. The oldest incomplete indexing batch will be displayed in the list box upon entering the Index module as a reminder to the user. Completed batches are removed from the list as an application administrator performs the batch update process. A warning message displays when a user selects a batch for indexing or verification that is already completed.

After a Batch choice is selected, the system displays the Index Expansion List, which includes batch number and instrument number range in the window title bar. For each document in the batch, the following are displayed:

- Date received
- Instrument number
- Sequence number
- Document type
- Index status
- Image status

Within the Index Expansion window, three tabs are available to the user to select the desired index entry screen. The first tab, Index Detail, is the default, and the system will automatically display the Index Detail screen and image for the first document in the list.

The Index Detail screen is displayed on the left side of the screen, and the image is displayed on the right. The user may exit the current document to return to the Index Expansion list to select a different document to index. See Exhibit 5-3 for full index information.

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Category	Field
Grantor and Grantee Information	Person/company flag
	Last name
	First name
	Role/status
Legal Description Information	Subdivision
	Section
	Parcel
	Freeform
	Property
	Condominium
Cross Reference Information	Survey
	Reference number
	Sequence number (noneditable)
	Book type
	Book number
	Page number (noneditable)
	Document type (noneditable)
Return Information	Reference type flag (internal/external)
	Preaddressed/labeled (refers to delivery method)
	Return date (noneditable)
	Returnee name
	Address
	City
	State
	Zip code

Exhibit 5-3 Index Detail Field Descriptions

The second tab on the Index Detail screen is the Legal Description Tab. This tab is used when more than one legal description applies. The same fields that were available on the Index Detail screen are applicable here. Legal Descriptions may be separated by type or combined if required.

The third and final tab on the Index Detail screen is the Cross-Reference tab. It is used

when more than one cross-reference is entered.

Numerous options are available in the Index Expansion Window. A user can update the current index and save changes at any time. The Index Detail and image for a cross-referenced document can be viewed by selecting the cross-reference. Users can reprint labels. Data entry options include adding and deleting entries in the active session, and adding and deleting a sequence to the index (for multi-title/multi-sequence documents).

Table-driven drop-down lists are available for indexing in certain fields. Lists include

Category	Field
Index Detail— Displays the Instrument Number and sequence number in the title bar	Recording Information
	Grantor
	Grantee
	Legal Description
	Cross Reference
Document Recording Information	Return Information
	Instrument number (noneditable)
	Date received (noneditable)
	Number of pages (editable)
	File page flag
	Backfiled flag (checked box if record was backfiled)
	Document type code and description
	Book type
	Book number
	Page number (noneditable)
	Document Date
	Microfilm Code
	Remarks
	Index status (received/indexed/verified, noneditable)
	Index type (temporary/permanent/modified, noneditable)
	Image status (not scanned/scanned/verified, noneditable)

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document types, common names (for use with grantor, grantee, and returnee information sections), role/status (for use with grantor and grantee sections), subdivisions, condominiums, and section, township, range, and quarter values.

To facilitate the indexing process, Anthem allows users to expedite a number of key indexing processes through menu or hot key combinations:

- Copy grantor as grantee
- Copy grantor as returnee
- Copy grantee as returnee
- Repeat returnee, legal, grantor, grantee cross-reference, or the information from previous document
- Copy grantee from previous document as grantor (or vice-versa)
- Overwrite names flag (determines whether current information is overwritten when data is copied from a previous document, or if the copied information is appended)
- Display the "More Names" screen for the active section (available for grantor and grantee sections only; displays a separate screen for entry of a large number of names)

To the right of the Index Detail screen is the displayed image. Displayed in the title bar of the image are instrument number, image content type (public/nonpublic), and page number of total pages.

Image manipulation options are available via menu or hot key combinations. These commands give a user the ability to jump to the first, previous, next, or last page in the document. A user may also zoom in, zoom out, or set workstation zoom factors. During the indexing process, a user may mark the image as rejected or verified based on image quality whenever necessary.

Verification

After a document has been indexed, it must go through a final verification process. The verification process is similar to the indexing process and contains options available in indexing.

Assignment of documents occurs as in indexing. The Index Detail and image screens are the same as in indexing. The only difference is whether the user performs Sight Verification or Re-key Verification.

In *Sight Verification*, the previously indexed information is displayed. The user may update editable fields within the Index Detail screen. Changes made are updated automatically.

For *Re-key Verification*, the county determines the sections/fields that will be required for double entry of data. Those selected fields are displayed without the previously entered index information. Other information is displayed as indexed. The user must key the necessary information and visually verify the remaining information already displayed, where applicable. The system displays a warning message for values that do not match the previously indexed data. A user must either retain or delete the entry, and then the user must re-key the correct entry to be sure that accurate values are entered twice. Changes are updated following successful completion of this process.

Search

The Anthem Search module supports single screen access, consistent search utilities, and presentation across system-supported indexes.

Preliminary document index data is available as soon as the document is recorded and payment is collected; additional document index data is available as it is indexed. Digital document images are available as soon as the document is scanned. Online Help is avail-

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able within Search by pressing the F1 function key or clicking the Help icon button.

Exhibit 5-4 shows an example of a search page:

- Book and Page (book alone or book and page)
- Document Type
- Recording Location
- Legal Description:
 - Subdivision

The screenshot shows a web-based search interface titled "Search DPR Index From 01/01/1995 To 09/12/2002". It features several tabs at the top: "DPR", "PRE STD", "UCC", "Birth", "Death", "Marriage", "Military Discharge", and "Notary". The "General" section includes fields for "Grantor" and "Grantee" (each with a "Role" dropdown and a "Type" dropdown set to "BOTH"), "Date Filed From" (01/01/1995) and "To" (09/12/2002), "Inst. # From" and "To", "Book" and "Page", and a "Document Type" list with options: ABSTRACT, ACCEPTANCE, ACKNOWLEDGEMENT, ADDITIONAL COLLATERAL, AFFIDAVIT, and AGREEMENT. The "Subdivisions" section has "Subdivision", "Lot", and "Block" fields. The "Condominiums" section has "Condominium", "Phase", "Building", "Unit", "Lot", and "Block" fields. The "Section Land" section has "Section", "Township", and "Range" fields. The "Surveys" section has a "Survey Name" field. The "Free Form" section has a "Freeform" text area. At the bottom, there are "Search", "Clear", "Cancel", and "Help" buttons. A note at the bottom states: "Permanent Index From 01/01/1995 To 08/27/2002 Temporary Index From 09/28/2001 To 09/12/2002 Images From 04/01/1999 To search by Name enter the name as Last Name, First Name ex. Smith, John".

Exhibit 5-4. Search Page: Anthem's flexible search capabilities make finding documents easy.

Search by Criteria

Anthem's primary search criteria are configurable, but they typically include the following:

- Party Name
- Party Role
- Party Type (human/nonhuman)
- Date Filed range (single date or inclusive range)
- Instrument Number range (single number or inclusive range)

- Lot, Block
- Condominium
- Phase, Building, Unit
- Section, Township, Range, Quarters
- Parcel ID/Tax Identification Number
- Freeform legal description

To search by party name, the search criteria screen may include separate fields for grantor and grantee, or a single field for entry of either name. The search fields for Party Role and Party Type are optional and included as

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needed. Legal description fields also are included as needed.

In addition to the preceding fields, the search criteria screen displays the available date ranges for the temporary (incomplete) and permanent (verified) indexes. The first date of available images also is displayed. On-screen instructions for entering search criteria are detailed and easy-to-follow (for example, "Enter name as Smith, John").

Options are available to submit the search criteria and perform a search, clear the search criteria screen (reset fields to their original values), and cancel the search and close the screen. Combinations of the available search criteria may be used, and no limit or requirement exists for using specific field(s). Results are typically displayed within three seconds of beginning a search, even for insufficiently qualified searches. When performing a new search, Anthem can retain the previously entered search criteria or automatically reset fields to their original values.

An advanced search option is available for embedded strings. The user can cancel an embedded string search while underway if the search becomes excessively time-consuming.

Search by Unique Name

Anthem supports access to complete lists of uniquely indexed grantor and grantee names in the permanent (verified) index. The user can easily navigate through the list of names using the mouse or the Page Up/Page Down keys on the keyboard. "Go to" options are available for each letter of the alphabet (phonebook style) and for a partial string of beginning letters to locate the first matching indexed name.

The user can use the mouse or a hot key to perform a search on a selected name in the list in the same way as entering the name into

the search criteria screen. The system notifies the user if no matching records exist for the submitted search criteria.

Search Results Listing

When a search is performed, either by entering specific criteria or using the unique name listings, the Search Results listing is displayed with the matching records, if any. Exhibit 5-5 shows a typical Search Results screen. The report heading indicates the index that was searched, submitted search criteria, report generation date and time, and current page number. Each matching record is displayed as a row in the list, and each row is numbered.

The fields displayed for each matching record are as follows:

- Instrument Number
- Book and Page
- Date/Time Filed
- Document Type
- First Grantor Name
- Additional Grantors Flag
- First Grantee Name
- Additional Grantees Flag
- Legal Description
- Image Status
- Index Status

For a selected record in the list, the lower left area of the screen displays the indexed party names, while the lower right area displays the cross-referenced (related) documents. The user can quickly move to a cross-referenced document by double-clicking the entry.

Default sort order for the search results is based on the submitted search criteria. For example, if the search was by name, the list is sorted by name; if the search was by date filed, the list is sorted by date filed. The user can re-sort the list by the columns displayed.

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A row count function is available to determine the total number of results for large searches.

The mouse or keyboard can also be used to print images for one or more selected records without viewing the images. Image

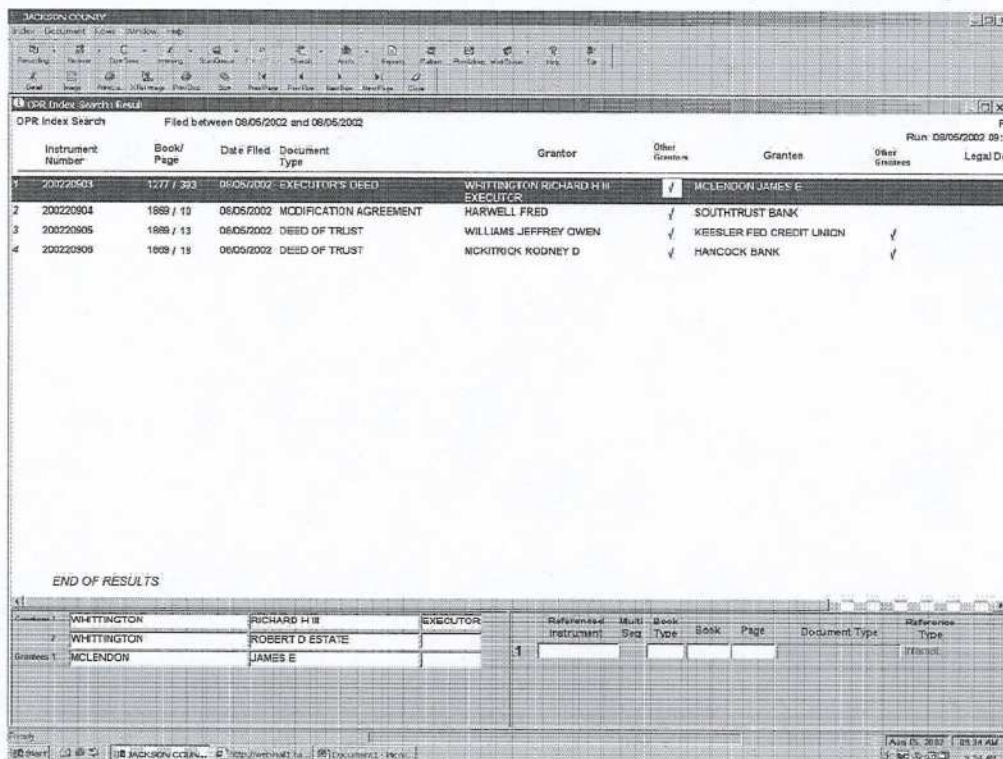


Exhibit 5-5. Search Results Screen: Anthem makes retrieving the results from searches easy with its point-and-click search results screen.

The user can use a mouse or hot keys to print the search results from all pages or the current page (as viewed on the screen). Search results are printed on legal-size paper. The user can scroll through the entire search results list or navigate with the mouse or the Page Up/Page Down keys. Flags are displayed to notify the user of additional pages or the end of the list.

The mouse or keyboard can be used to view the digital image or the index detail for a selected record. The Shift key is used to select ranges of documents, while the [Ctrl] key is used for multiple, nonadjacent selections.

print options include print all pages, print a selected range of pages, or print no pages (when multiple documents are selected).

Document Image

When the document image appears in the search results screen, the image title bar shows the instrument number and current page number. The user can use the mouse or hot keys to view pages forward, backward, or in order. "Go to" options are available for first page, next page, previous page, last page, and specific page number. The mouse or hot keys can be used to zoom in and out

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of the image, and rotation options are provided for 90° left, 90° right, and 180°.

The mouse or keyboard can be used to print the displayed image, with print options that include print all pages, print a selected range of pages, or print no pages (when multiple documents are selected). When multiple documents are selected for image viewing, subsequent image pages are cached to enable rapid paging through successive images.

Document Detail

Anthem provides simultaneous display of the index detail and digital image, side-by-side on the screen. The index detail title bar displays the instrument number and sequence number (for multi-sequence or multi-title documents). The complete index detail is displayed; the first screen tab displays the general document information, first legal description, first cross-reference document, grantors, grantees, and returnee information. Additional screen tabs display legal descriptions and cross-referenced documents. The mouse or keyboard can be used to view the index detail of previous and next records in the search results listing.

Additional Index Search Criteria

The proposed approach will include additional applications fully integrated with the Anthem platform. These applications include the following standard searchable indexes and search criteria:

Searchable Index	Search Criteria
Marriage license	Groom's Name Bride's Name Marriage License Number Range Book/Page Date of Marriage Range Date of Application Range Marriage License Status Document Type (where applicable) Filing Location (where applicable)
Military discharge	Party Name Certificate Number Date of Discharge Range Branch of Service Filing Location (where applicable)
Tax records	Grantor Name Grantor Role Grantee Name Grantee Role Excise Tax Number Range Book/Page Date Received Range Date of Sale Range Parcel Number Range Filing Location (where applicable)
Birth	Child's Name Certificate Number Date of Birth Range Date Filed Range Mother's Name Father's Name Filing Location (where applicable)
Death	Decedent's Name Certificate Number Date of Death Range Date Filed Range Filing Location (where applicable)
UCC	Party Name Instrument Number Date of Activity Range Filing Location (where applicable)
Assumed Name	Name Type Name License Number Date of Activity Range Filing Location (where applicable)

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**Customer Service**

The Dallas County Clerk's Office personnel can use the Anthem Customer Service module to collect a wide range of miscellaneous fees not directly associated with the process of recording documents. Such fees may include document copy services, information searches, certifications, etc. Fees are categorized within Customer Service for ease of selection, with automatic fee calculation based on user-programmable entry tables.

The Anthem Customer Service module accepts single and multiple service charge entries. Fees display at the end of each service line, and lines can be added or deleted in sequence within the transaction list. The total for the transaction (sum of all charges on customer service screen) displays at the bottom of the screen.

The user may also view the distribution of individual service charges to respective revenue accounts using the Show Revenue Breakup function. The Override Fees function allows authorized users to edit the fees and revenue account distribution before collecting.

The cashiering window within the Customer Service payment collection function is the same as in Recording and elsewhere throughout Anthem.

Reports

Anthem Reporting generates a full range of standard system reports, including cash management, index, audit, and many others. Reports can be viewed on the screen, and printed and saved in various standard electronic formats. Reports are available by range of dates.

To create a report, the user merely selects the desired report type and submits the necessary

criteria. The system then generates the report with on-screen headings displaying the report name, county name, recording clerk's name, report criteria, date/time of report, and page number.

Options are available to select a new report from the list, refresh the report, and enter new search criteria. The user can navigate throughout the report by first page, last page, previous page, and next page, and has access to printer settings and a print preview screen.

Anthem incorporates powerful reporting capabilities that vary according to its configuration. Many reports are associated only with specific Anthem applications.

Cash Management Reports

- *Receipt Summary.* Summarizes receipts and reports the total deposit, cash, checks, escrow accounts, voucher accounts, change, refund, and surplus.
- *Net Receipt Summary.* Similar to the Receipt Summary above, but includes a Net Paid column that reports the net total amount of receipts for the report period. The net total excludes the amounts paid on Escrow accounts and the amounts in Refund and Surplus.
- *Payment Detail.* Shows the date, receipt number, User ID, check/account number, total deposit, cash, checks, escrow, voucher, change issued, refund, and surplus for each receipt in numerical order.
- *Monthly Report.* Displays summary totals for revenue accounts.
- *Net Payment Detail.* Similar to other net reports; lists the true amounts collected after refunds have been issued.

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- *Daily Receipt.* Lists the receipts for a selected period in numerical order. This report shows the Revenue Account breakdown for each receipt, as well as the control reference number(s), customer name, and department.
- *Receipt Detail.* Lists the receipts for the report period in numerical order and includes detail of each receipt.
- *Revenue Account Detail.* Lists the receipts for the report period in numerical order and includes detail of each revenue account and a reference to "No Fee," voucher, or escrow account transactions.
- *Revenue Summary.* Lists the revenue accounts and the summary totals distributed to each for the report period.
- *Revenue Account Detail by Account Number.* Shows detail for each transaction within a revenue account sorted by control reference number and date received, and totals for each revenue account.
- *Escrow Transfer.* Lists the date of each escrow transaction, receipt number, debit or credit amount, and account number. Shows a total for the net escrow transfer for escrow transactions meeting the report criteria.
- *Check Listing.* Lists checks collected for the report criteria. Checks are sorted by date and receipt number and include the customer name, check number, and amount.
- *No Fee.* Displays the total dollar amounts marked "No Fee," grouped by revenue account. Also shows summary values for the number of documents marked "No Fee" and number of documents with fees overridden to a zero amount.
- *No Fee by Document Type.* Displays the receipt date, receipt number, control reference (instrument/certificate number) and amount marked as "No Fee," grouped by document type.
- *Cash-out Slip.* Prints a report on the slip printer at the end of the day listing the cash collected, total revenue from checks, and a total for the workstation.

Land Records Index Reports

Land records index reports display the instrument number, date filed, document type, number of pages, grantor, grantee, and legal description for all matching permanent or temporary records. Index reports are sorted as shown in the following table:

Report Type	Sort Criteria
Permanent Grantee Temporary Grantee	Grantee Name
Permanent Grantor Temporary Grantor	Grantor Name
Permanent Instrument Temporary Instrument	Instrument Number

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**Marriage Reports**

Marriage records reports display the individual's name, certificate number, date of application, license number, groom's name, bride's name, license status, image status, and license type. Marriage records reports are sorted as shown in the following table:

Report Type	Sort Criteria
Marriage License by Application Date	License Number
Marriage License by Bride	Bride's Name
Marriage License by Groom	Groom's Name

Audit Reports

- *Adjusted Receipts.* Displays the receipt date, receipt number, adjusting user, adjustment time, original receipt amount, adjusted receipt amount, and voided status, for receipts adjusted within the selected date range.
- *Land Records Audit.* Shows the instrument number, sequence number, modification date, user ID, and remarks for land records documents that have been corrected; the list is sorted by instrument number.
- *Certified Copy Audit.* Displays the date of request, requestor, request type, number of copies requested, document identification number and name, and remarks for vital record certified copy requests.
- *Certified Copy Summary.* Displays the total number of certified and uncertified copies made for each vital record index.

- *Birth Audit.* Displays the certificate number, child's name, date of modification, modifying user name and ID number, record sequence number, column (field) modified, original value, and modified value.
- *Death Audit.* Displays the certificate number, name of deceased, date of modification, modifying user name and ID number, record sequence number, column (field) modified, original value, and modified value.
- *Marriage Audit.* Displays date of application, license number, groom's name, bride's name, recorded number, date of marriage, license status, image status, and marriage type.

Miscellaneous Reports

- *DD214.* Displays the certificate number, name of person discharged, branch of service, discharge date, book/page, image status, and creation date for each matching record.
- *Land Records Document Count.* Displays the total number of records for each document type within the selected date range.
- *Batch Scan Page Count Mismatch Report.* Displays the date received, instrument number, image status, recorded page number, and scanned page number for documents with mismatched page counts.
- *Mailing Labels.* The mail-out label report generates address labels for the given date range. The instrument number or range of numbers is included on the label.

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Accounting and Cash Management

Anthem's integrated Accounting and Cash Management module manages and directs transactions, payments, accounts receivable, and receipt information within the system.

Receipt Inquiry/Adjustment

The Anthem system facilitates access to receipts for inquiries and adjustments. User security authorizations determine the degree of access to options and functions within the Receipt Adjustment module; non-administrators can still access receipts but not adjust them.

Receipt information is permanently retained, and original receipt information is tracked when adjusted for auditing purposes. A user may retrieve a list of receipts by the following criteria:

- Receipt Date Range
- Receipt Number
- User ID (select from a drop-down list)
- Workstation (select from a drop-down list)
- Customer Name
- Payment Method (select from a drop-down list)
- Control Reference (instrument/certificate number)
- Transaction Type

When a search is complete, the system displays a list of matching receipts. The receipt list heading displays the submitted search criteria, page number, and report date and time. The following general viewing functions are available to the user:

- Refresh the receipt list
- Sort the receipt list by the displayed columns

- Print the receipt list as displayed on the screen
- Reprint a selected receipt
- Display the Endorse Checks window for a selected receipt for re-endorsement
- Display the Print Labels window for a selected receipt for reprinting of labels and trailer pages
- Print a detailed batch reports for a selected receipt
- View the receipt detail information

While viewing receipt detail information, the authorized user is provided numerous adjustment options, including the following:

- Add a payment item, revenue item, revenue detail item, or refund/surplus overpayment item
- Delete a payment item, revenue item, or revenue detail item
- Void entire receipt (this operation is not reversible)

Additional functions available to the user at the receipt detail screen are as follows:

- Reprint the receipt
- Display the Endorse Checks window for a selected receipt for endorsement
- Display the Print Labels window for a selected receipt for reprinting labels and trailer pages
- Reset the receipt to its original values
- Save the adjusted receipt information
- View the detail for the Next and Previous receipts on the receipt list
- Print a Revenue Report from the receipt information

The Check Receipts function examines all receipts within a date range for errors, while the Check Tax Information function examines receipts within a date range for tax amount errors. If an error is found, the system displays the amount of the error and

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section of the detail screen in which the error occurs.

Cash Drawer Balancing

Anthem supports two methods for cash drawer balancing. Using the standard procedures, the cashier manually tallies the cash and checks in the cash drawer and completes a printed Cash Out Slip with the information. The cashier then compares the manual totals to the system-generated totals printed on a Receipt Summary Report. If the cash and check totals match, the cash drawer is in balance; if either of the totals does not match, a supervisor can use additional cash management reports to locate and reconcile the discrepancy.

Anthem also includes another method for verifying the accuracy of the cash drawer balance. At the start of a shift, the cashier proceeds to "Cash In," entering the beginning cash balance for the cash drawer. At the end of the shift, the cashier manually tallies cash and checks from the cash drawer and proceeds to "Cash Out." The system prompts the cashier for the ending totals, and then compares those amounts against the internal totals that have been generated by tracking transactions throughout the shift.

The cashier receives a Cash Out receipt only if the totals are correct. If the totals are incorrect, the cashier is allowed three attempts to re-enter correct totals. If the three attempts fail, an "out of balance" Cash Out receipt is issued, and further cashing on the workstation is prevented until an administrator corrects the error.

While "cashed in," the cashier can log on and log off from the system as needed. A reminder to "cash out" is displayed whenever the cashier logs off.

Accounts Receivable

The Anthem system provides two types of customer accounts:

- *Escrow.* Debit-type accounts that are prepaid. Fees are deducted from the balance; balance cannot be negative.
- *Voucher.* Credit-type accounts. Charges are made against the account and paid when invoiced; balance cannot be positive.

Activating Accounts

Users can maintain existing accounts and create new ones by means of the Accounts Receivable module. Once created, an account may not be removed because it is linked to transactions.

The system assigns a unique Account Number when new account information is entered. When this module is accessed, an account list is displayed.

Updating Accounts

The account list can be refreshed, sorted by the columns displayed, or printed as displayed on the screen whenever necessary.

Deactivating Accounts

Accounts that will no longer be used can be selected and deactivated. An option is available to refund the current balance, typically used when closing an escrow account containing unused funds. When deactivated, an account no longer appears in the list of available accounts during payment collection. Accounts may be reactivated whenever necessary.

Viewing Account Statements

The user enters a date range and can then view an account statement for a selected account. The account statement heading displays the county name, account name and

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address (formatted to fit a #10 window envelope when printed and folded), account number, account type, beginning balance, date and time of the statement, and page number. The statement is displayed in three sections: Charges, Adjustments, and Payments.

When displayed on the screen, an account statement can be refreshed, viewed in Print Preview mode, or printed. The mouse and keyboard can be used to navigate through multiple page statements.

Printing Account Statements

The Accounting and Cash Management module can also print groups of statements. When using this option, the user is prompted to select a date range, type of accounts to print (i.e., escrow, voucher, or title company), and status of the accounts (i.e., all accounts or active only). The statements are then printed automatically without the need to display each statement individually on the preview screen. An Account Totals by Day report, listing all accounts and ending balances, can be produced by date range.

Collecting Payments

Payment can be collected against a selected account. Amounts can be collected for escrow accounts, and the new balance is immediately available for use. Voucher payments are collected against specific charges to the account and must match the selected transaction(s).

Refund Processing

Anthem provides access to refund information for tracking and disbursement purposes. Refund information is retained permanently unless an authorized user manually deletes it.

Lists of refunds can be generated based on the following criteria:

- Recording location (defaults to user's assigned location or all locations if more than one is assigned)
- Date of receipt (date range)
- Overpayment type (Refund or Surplus)
- User (defaults to all users unless a specific user is selected from the drop-down list)

The list can additionally be filtered by overpayment status (Paid, Unpaid, or All). Each page of the refund list is displayed on the screen with a report heading indicating the search criteria, page number, and date and time of the report.

The account list can be refreshed, redrawn with new criteria, or printed as displayed on the screen. A selected refund can be marked as paid, in which case the user is prompted to enter the refund check number and date. A paid refund can also be cancelled, resetting its status to Unpaid.

Options are available to print Refund and Disbursement letters for a selected refund. The refund letter typically notifies the customer of an impending refund, while the disbursement letter can be addressed to the appropriate department to request issuance of a refund check.

Post Overages/Shortages

Overage and shortage amounts can be posted to their respective accounts to facilitate balancing. When this function is initiated, Anthem prompts the user to enter the following information:

- Date of the overage/shortage
- User ID of the cashier with the overage/shortage (selected from a drop-down list)
- Workstation ID affected by the overage/shortage (selected from a drop-down list)

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- Adjustment Type (over or short)
- Cash amount over (if applicable)
- Check amount over (if applicable)

After the information is submitted, the system creates a receipt to post the funds to the respective revenue account. The date of the adjustment receipt is the same as the date of the overage/shortage, and the time of the receipt is end-of-business on the date of the overage/shortage.

Returned Checks

The NSF (non-sufficient funds) module supports the removal, recovery, and reporting of returned checks. Revenues marked as cancelled will be removed from the cashiering reports until repaid. Reporting capabilities showing the cancelled items are available.

Application Administration

The Application Administration module provides access to security options, code tables, and additional administrative functions necessary for Anthem maintenance. Online Help is available whenever necessary by pressing the F1 function key.

Security

Security setup and maintenance is handled within three categories: group administration, user administration, and device administration. Group Administration requires the creation of groups containing basic-level functions and additional security options before creating users and devices. Each user and workstation subsequently created is assigned to one or more groups, thereby allowing access to functions within the application. This approach allows changes/updates made later to affect assigned users and workstations. A user is granted access only to those options for which the user and the workstation have been given security rights.

Group Administration

The group security screen displays groups along the left side of the screen and specific settings/options for a selected group along the right. Settings and options are displayed in tabular format for ease of use.

- The Group Details tab includes required fields for the unique group name, group description, and group status (active or inactive). An additional field is available to enter an External Role ID for use with external applications that require additional security.
- The Functions tab lists each specific function that can be performed within the system. Access privileges and audit tracking can be set individually for each function as appropriate. Functions capable of being audited, or that require audit, are marked for reference.
- The Content Types tab allows setting the content type to Public or Non-Public for viewing images. A user or device assigned to the group will be able to view only the content type selected. The List of Users in Group tab lists each user assigned to the group.

Selecting the option to copy group information saves time when creating a new group. With this function, the user can copy information from the Functions tab and/or the Content Types tab of an existing group to a new group without re-entering the information.

User Administration

Each user profile is created and assigned to one or more security groups, allowing access to specific functions within the application. Each user profile also contains additional settings/options for access throughout the system. The user security screen displays users along the left side of

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the screen, with specific settings/options for a selected user shown along the right. Settings and options are displayed in tabular format for ease of use.

To save time when creating a new user, user information can be copied from the Groups tab, Locations tab, and/or the Work Queues tab of a previously created user.

Activity Reports can be generated for the selected user. The activity report can be generated by date range for all or a selected audited activity to which the user has been granted access. In addition, as public users with login rights are created, login account transactions for a specified date range can be run and their user accounts maintained.

Device Administration

Each device profile is created and assigned to one or more security groups, allowing access to functions within the application. Each device profile also contains additional settings/options for access throughout the system.

Workstations are considered "devices" that access the system and must be set up and granted security rights before use. The device security screen displays devices along the left side of the screen, with specific settings/options for the selected device along the right. Settings and options

Device information can be copied to assist in creating a new device.

An option is available to clear a user who has logged on to a specific workstation and does not log off properly, and a final option is available to access the Cash In/Out log and status for a selected device. This option allows cash-in and cash-out attempts to be tracked, and for a user to be cleared from a device when failing to cash-out properly.

An Activity Report can be generated for a selected device. The activity report may be generated by date range for all or a selected audited activity to which the device has been granted access.

Code Maintenance

Anthem provides access to application administrator-maintainable code tables within the system. These code tables include fees that may require occasional revision, and values that appear as selections in various drop-down lists throughout the system.

Fee Maintenance

The Application Administration module also provides access to the code tables necessary to maintain recording and service fees, tax calculations and distributions.

The following standard code tables are used to set up and maintain fees:

- The Revenue Accounts table includes a list of revenue/general ledger accounts that are needed for appropriate distribution and reporting of funds.
- The Fee Items table includes a list of each recording and service charge, broken down to the most basic amount, and its respective revenue account.
- The Fee Groups table includes a list of each group created from one or more fee items that represent entire recording or service charges.
- The Services table includes a list of the types of services performed within the system. Each service may be flagged to appear in the Customer Service module as a service type (the "category" of service that defines the specific services that may be chosen).

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- The Document Type table includes a list of each type of document and specific service that may be performed within the system. A document type is assigned to a specific service to determine in which application it is available for selection.

Additional fee tables may be needed to determine tax amount calculations and distributions.

Print Administration

Anthem provides access to the Print Queue to process and collect payment for public print requests. Public users are prompted to enter a name when submitting a print request. The system also assigns a request number for tracking purposes. Print requests are retained permanently for tracking purposes unless an authorized user manually deletes them. Online Help is available whenever necessary by pressing the F1 function key.

When a user chooses to retrieve print requests, a criteria selection window displays. The user can view the print queue by date range, which defaults to the current day but may be changed as needed. The results can be filtered to display all requests or only those requests that have not been processed, and can be sorted by the requestor name or by the request number.

The Print Queue listing displays the print requests matching the criteria submitted. The user can double-click on a print request to view or print additional details, including the instrument/certificate number of the selected/printed document and the page selection criteria, such as All Pages, Selected Page Range, etc., for the request.

The user can process a selected print request, which sends the print request to the default (or selected) printer for the workstation. A

request cover sheet is printed with each print job detailing the general request information.

After printing, the user can collect payment for the selected print request, which displays the Customer Service screen and default fields showing the service type, document type, and number of pages. The user can add additional charges if needed and collect payment as usual. The user may use the Shift key to select ranges of print requests and the Ctrl key to select multiple, nonadjacent print requests for processing and payment collection. The user can also control the printer setup for the workstation from Print Administration.

Anthem can access and update return address information and can print mailing labels or display a log of printed labels on demand. This feature is used for printing single, individual labels, rather than bulk label printing as with the Reports module.

Administrative Recording Features

Administrative recording provides access to additional functionality within the system for specific recording functions.

Reserve Instrument Number Maintenance

The Anthem system supports the reservation of instrument number batches for recording purposes (for example, title company batches, 8:30 a.m. batches, etc.). With this feature, the user can access current and previous instrument batches for maintenance purposes.

The user is prompted to enter a date range to search for reserved batches. The system searches for batches within the date range and notifies the user if none are found. For

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existing batches, the system displays the following information:

- Reserved batch ID (automatically assigned by the system)
- Date received
- Customer name
- Number of documents in the batch
- Starting reserved instrument number (assigned by the system)
- Ending reserved instrument number (assigned by the system)
- Reserved batch status (Reserved, Assigned, or Processed)
- A summary line for the screen, which displays the number of:
 - Documents not yet processed
 - Documents being processed
 - Documents processed
 - Reserved instruments

Options are available to refresh the screen and enter new date criteria, sort the list of reserved batches, and print the list of reserved batches. An option is also provided to temporarily "lock" the system. The lock halts standard batch processing so that new batches can be reserved.

While the system is locked, the option to add a new reserved batch is available. The user enters the customer name and number of documents in the batch, and selects whether to reserve the batch for a specific recording time, such as 8:30 a.m., or reserve the batch for the current time. The user is then prompted to re-enter the number of documents in the batch for verification purposes.

When a new batch is created, the system displays the summary information for the batch, including the batch number, customer name, starting document number, ending document number, and total number of documents. After the creation of new batches is complete,

the system can be unlocked to allow processing of standard batches.

A final option is provided to split a reserved batch if the total number of documents was miscounted or a document is determined to be unsuitable for recording. The user first selects the batch to be split and is then prompted to enter the number of unused document numbers. The system creates a new batch with the unused document numbers, which may then be used or voided as desired.

Change of Ownership Index Maintenance

This feature provides the ability to search and maintain the Change of Ownership Form (PCOR/TD1000/DR-219) index. The user is prompted to enter a date range to view the index list, and the system displays records matching the selected date range. For each matching record, the following information is displayed:

- Instrument number (of the associated recorded land records document)
- Date/time received
- ID number (unique identification number for the change of ownership form)
- Number of pages recorded
- Image status

Additionally, the user can add a new change of ownership form entry if it was not entered during the recording process. The user is prompted to enter the instrument number of the associated recorded land records document and the number of pages of the change of ownership form itself. The system displays a confirmation message when the record is added, and the user can refresh the list to view the record.

Suspended Batch Maintenance

With this feature, the user can access a list of currently suspended transactions. For

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each matching record, the list displays the following information:

- Batch ID (automatically assigned by the system when the batch is started)
- Transaction date and time
- User who created the batch
- Remarks entered when the batch was suspended

An option is available to view suspended batches for the Current User (logged on to the workstation) or All Users. The user can optionally print the list of suspended transactions and delete a selected transaction in the list.

Set Document Return Date

This feature is used to update the return (mail-out) date for documents when they are sent to the returnee. The return date is updated for documents within a selected date range.

During use, the user is prompted to enter the beginning and ending date ranges to be updated and the date of return for those documents. After verifying that documents within the date range have been completely indexed and image-verified, the system updates the return date and provides a confirmation message. If the records are not completely verified, the system provides a list of the unverified documents, which may be printed as needed.

The list displays the date received, instrument number, document type, image status, and index status for documents that are not completely verified. The user must complete indexing and image verification of all documents in the list before the update can be completed.

Administrative Indexing Functions

Multiple administrative indexing functions are provided within the Anthem system. These functions support the users' ability to track document flow through the indexing and verification processes, assess and alter the current workflow, and track changes made to verified index data.

Batch Update

This feature updates the index status of verified records from temporary to permanent. After index records become permanent, changes can only be made through the Master Correction function, which is described in the following section.

To perform a batch update, the user is prompted to enter the Cutoff Date for updating the index. The system verifies that documents within the date range have been completely index-verified, and then it updates the index status to permanent and provides a confirmation message. If the records are not completely index-verified, the system provides a list of unverified documents, which may be printed as needed.

The list displays the date received, instrument number, sequence number, document type, and index status for documents that are not completely verified. The user must complete the index verification of documents in the list before the update can be completed.

When the batch update process is performed, Anthem updates the temporary and permanent index dates listed on the land records search screen for the clerk and public users. The index status code displayed for each document on the Search Results Listing is also updated.

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Master Correction

The Master Correction feature enables authorized users to correct permanent index entries in the land records index. Depending on the document type settings, either the original index information for the record is updated or a new sequence entry containing the corrected information is created for the instrument number.

The user can retrieve a document for master correction by instrument number or book and page number. When the record is retrieved, the following information is displayed:

- Document sequence number
- Document type
- Date of last update
- Document index status

The user selects the desired record from the list (multiple sequences of the same record may be displayed if previous corrections have been made) and clicks the Correct button. The system prompts the user to enter a reason for the correction. A response is required to proceed and is captured for audit purposes.

Following the user's response, the Index Detail screen for the document appears, and the user is allowed to make necessary changes (except to system-generated field values). Performing a master correction updates the index status code displayed in the Search Results Listing for the affected record.

Work Status

Work Status provides the ability to graphically view current work status for areas from document reception and stamping to scanning/QC and indexing/verification. The user is prompted to enter the date range of work to view and can also select the recording location of work to view, when applicable. The Work Status screen displays the number of documents in each stage of the recording

process in numerical and graphical format for each work process (such as labeling, scanning, and indexing).

Labeling, Scanning, and Indexing pie charts are displayed in color with pieces for each area within the section also represented. Options are available to refresh the screen and enter new search criteria and print the numeric section totals. The user can view the detail of a particular stage by double-clicking on the desired line (as described in the following Index Batches section).

The user is prompted to enter search criteria or accept the default (as previously entered), and the system displays a list of documents currently in the selected stage. These detailed lists can be printed as needed and the user can manually assign/reassign work from the Indexing section as needed.

Index Batches

Index Batches functionality supports maintenance of document batches through the indexing and verification phases. Although the system automatically assigns document batches for indexing and verification, it also provides a means of manual assignment and reassignment of these batches. The result is complete control of workflow throughout the office.

When viewing index batches, the user is prompted to enter the date range of work to view. The system then displays the Index Queue Batches screen, with assigned and unassigned documents shown in the list. The list also indicates the batch number and number of documents in the batch for assigned documents. Detailed information such as the number of documents indexed/verified in the batch, assigned user, and time of assignment are displayed for batches that are in progress. The index queue is detailed for unassigned documents.

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The detail screen displays the instrument number, document type, index status, recording user ID, recording date, and recording device (workstation) for each document in the batch or queue. If the document is included in an index and/or verification batch, the batch number, assigned user, time of assignment, and time of completion for the document also display.

Index Queues

Index queues are used to route documents through the workflow. The default index queue is commonly used, but multiple index queues can be created and maintained to control the flow of documents from reception to indexing and, finally, verification. The ability to create multiple indexing queues is also useful for training. The system administrator can set up rules to define the criteria for routing documents to a queue: document type recorded, workstation where recorded, or user who recorded. For example, new employees can be restricted to certain document types until they gain appropriate experience to use the default queue.

The default common queue cannot be altered or deleted. Based on their security profile, users are assigned one or more index queues from which they can pull documents for indexing and verification purposes. Each queue is represented in a bar graph at the bottom of the screen.

Receipt Inquiry

The Receipt Inquiry function provides access to receipt information for either adjusting a receipt or viewing purposes only, depending on the user's security access. This module also provides a means to re-endorse checks and recreate mailing labels, information labels, and receipts on demand.

When a user initiates a search to view a receipt or recreate labels or receipts, a criteria selection window is displayed. The search, intended to locate a receipt and related instrument numbers, generates a list of results based on selection from the following criteria:

- Date Received
- Receipt Number
- User
- Department
- Workstation
- Customer
- Payment Method
- Instrument Number
- Transaction Type

Receipt Inquiry provides on-demand options to sort or refresh the list, enter new criteria, and print the list as displayed on the screen. The user can select the desired receipt number from the list to view receipt detail. The following items are included in receipt detail:

- Receipt Number, Date Received, User ID, Department, Workstation ID, and Change Issued
- Customer name and address
- Type of payment and payment amount
- Revenue Breakdown - document type, number of pages, and document amount
- Refund or Surplus information - refund address, amount, reason
- Revenue Detail - breakdown of revenue, account number, and amount applied
- Accounts Receivable transaction information for customer accounts, when applicable

Note that the above receipt detail information is presented in VIEW ONLY mode for non-administrators. Modification of receipt detail requires administrator privileges and access to Anthem's Receipt Adjustment function.

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**Reprinting and Re-endorsing**

Receipt Inquiry allows the user to re-endorse checks and reprint receipts and labels. The receipt may be printed through either the result list or receipt detail by using the quick-selection keys and icons. A check may be re-endorsed by selecting one or more of the checks associated with a receipt. Mailing labels as well as barcode and document labels also can be recreated quickly. The reprint screens look the same as the initial printing screens at the time of recording.

Online Context-Sensitive Help

Anthem Help is designed to be topical to the currently active screen or menu, rather than being solely context-sensitive. Help functionality focuses on problem solving in preference to simple textual definitions of screen elements, and is therefore more "business-centric" and scenario-oriented. Online, context-sensitive Help includes examples and reference information, and can be accessed whenever necessary within the proposed application using the F1 function key. Exhibit 5-6 illustrates an example of the Help topic sections.

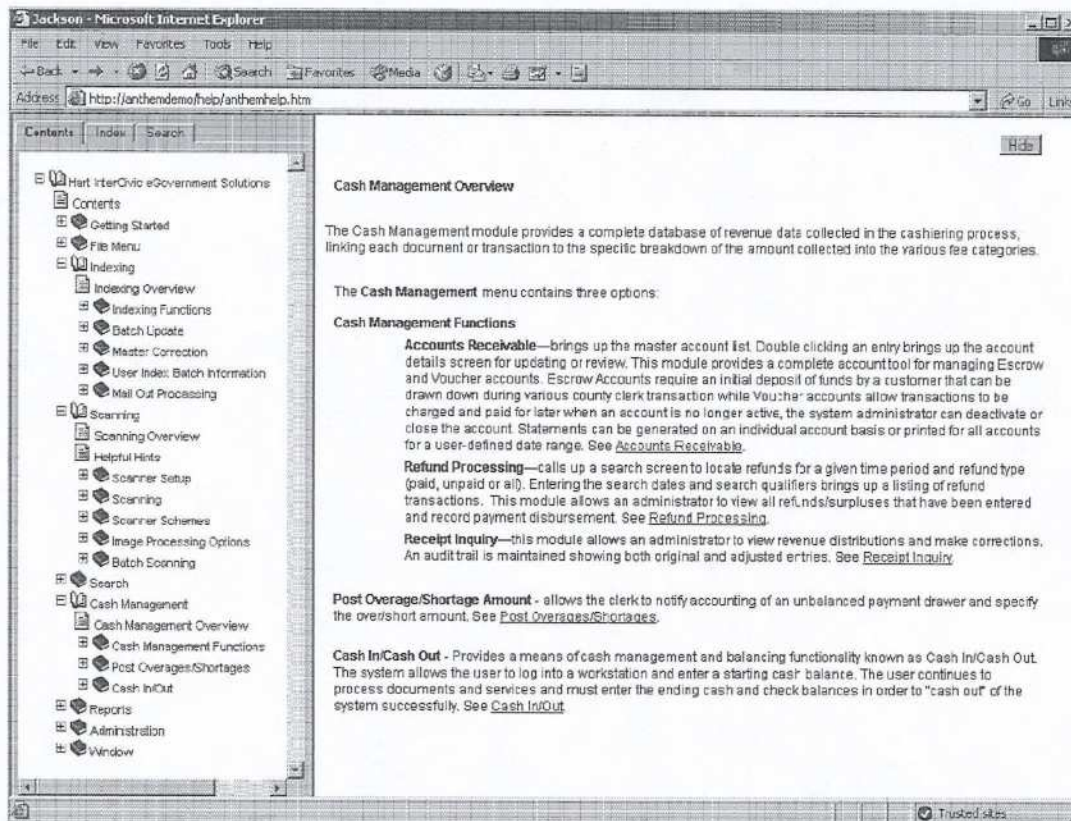


Exhibit 5-6. Online Context-Sensitive Help Screen: Comprehensive Help screens provide topical information throughout the Anthem suite.

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**UCC**

Anthem provides the ability to record UCC terminations and releases, scan associated documents, correct existing index records, and search the UCC index.

Assumed Names

Anthem provides support for the scanning and indexing of Assumed Name certificates in a manner similar to real estate documents. Personal and/or company information is entered, and the fee is collected. The document is assigned a unique file number, and the clerk may affix a label to the document to certify recording. Certificates of ownership can be printed and dispositions, withdrawals, and abandonment of ownership may be processed. Certificates can be renewed or expired at the end of their 10-year active period.

Military Discharge

Anthem provides support for the scanning and indexing of Military Discharge certificates, DD214. Captured information is secured in a separate index that can be searched by means of the standard Anthem Search module.

The DD214 entry screen provides required fields for the entry of last name, first name, discharge date, service branch, and number of pages. Additional optional entry fields are available for middle name, suffix, second discharge date, and remarks. The user saves the record when the information is entered. Payment collection is not necessary because the recording of military discharge documents is free.

After the record is saved, the system assigns the recording date/time, certificate number, and book and page number. The certificate number is assigned from a sequence independent of OPR instrument numbers.

Options are available to print a registration label for the certificate, print a trailer page for the certificate, and if scanned, view and print the image of the certificate. A hot key is provided that allows the user to quickly add the next certificate.

Vital Records*Birth Certificates*

Anthem provides for filing, indexing, and scanning of records. After the certificate is entered and scanned into the system, a standard or certified copy can be printed onto security paper.

Anthem allows index corrections to be made and includes provisions for adding amendments and remarks.

Users with appropriate security may seal certificates to disallow any further certified copy printing, and in cases of adoption or court order, expunge names from a record.

Death Certificates

Anthem provides for filing, indexing, and scanning of records. After the certificate is entered and scanned into the system, a standard or certified copy can be printed onto security paper.

Anthem allows index corrections to be made and includes provisions for adding amendments and remarks.

Users with appropriate security may seal certificates to disallow any further certified copy printing.

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**Marriage**

Anthem Marriage issues marriage applications and licenses, and manages the return, reception, indexing, and scanning of the marriage license. The Marriage module generates the required state forms for the issuance of a marriage license, and standard or certified copies of the license can be quickly printed once scanned. Exhibit 5-7 shows the screen for inputting the information for the marriage license.

index. The index can be searched by means of the standard Anthem Search function.

Anthem Marriage is designed to increase productivity, enforce compliance with regulations, improve accuracy, and track marriage application and license status. To that end, Anthem Marriage:

- Supports both formal marriage and declaration of marriage types

Exhibit 5-7. Add a Marriage License Entry Screen: Relevant information from the Bride and Groom is easily added.

Marriage application and license information captured by Anthem is secured in a separate

- Includes option for limited information capture to accommodate preliminary processing when forms are not produced

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- Simplifies marriage application data entry with marriage entry screen fields arranged to match those on the marriage application form
- Calculates required waiting and expiration periods (where applicable)
- Calculates applicants' ages based on date of birth; prompts user for parental consent forms and forces entry of other necessary information
- Supports additional fields to capture required state-specific information (specific additional fields will be determined during the BPA phase)
- Includes options to identify additional documentation, such as court order/waiver, and to include remarks regarding the application
- Prints a draft application form for approval or revision by applicants without creating a permanent record
- Can suspend an application in progress pending payment collection and retrieve the application as needed with no work lost
- Provides lists by date range and license status and prints to mailing labels to allow mailing reminders and completed certificates
- Displays the marriage application as a public document, with Social Security numbers redacted, for a limited time after recording. The application administrator can set the period of access to be compliant with local laws.

When the user collects payment, the system allows entry of additional service charges,

such as certified copy fees, before displaying the standard payment collection screen. After payment is collected, the system saves the record, application date/time, certificate number, and book/page, and assigns and prints a receipt. The user is then prompted to print a related application form(s) and/or associated parental consent forms.

The marriage license status is set to "Issued" when first saved. After the record is saved, the user can reprint the draft form, application form(s), and parental consent forms. Options are also available to allow the user to print the marriage certificate (detail information) and a souvenir (wallet-size) copy.

The marriage license can be marked "Returned" by the user after being received in the office following the marriage ceremony. When the Returned option is selected, the user is prompted to enter additional ceremony information, such as officiant, ceremony date, ceremony location, etc. The license status is then updated to "Returned."

Anthem Marriage includes a batch process to expire licenses not returned by the required date and can print and track marriage notices for licenses that have not been returned. Anthem also allows correcting marriage licenses by means of the Detail screen.

Certified copies can be scaled to fit security paper if necessary, and uncertified copies are printed with an "Uncertified" watermark. Printing also provides the options of capturing information regarding the requestor and collecting payment, if desired.

ADVANCED BACKFILE

The Advanced Backfile application is a stand-alone program that enables batch importing of legacy records. The standard

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application can be applied to pre-existing Official Public Records. With modifications outlined in Section 13 [34.12] of this proposal, Functional Requirements, this application will also facilitate batch importing of existing Birth, Death, Marriage, and Assumed Names records.

This program adds records to the computerized index using bulk images of TIFF group IV. Back-filed records within Anthem are identical to others with the exception of a flag denoting "back-filed" in the Anthem index detail for Clerk and Public Access modules.

Create Batch

The user creates a batch from a group of associated images, most typically by book, where one book is equivalent to one batch.

Identify Document

A user is assigned to identify the images in the batch, marking the first and last pages of a single document, document type, and the book and page of the image of the first page.

Create Index

The Advanced Backfile application indexes each document based on the identification of beginning and ending pages. An instrument number is created based on the book and page entered at the identification step. The index will look identical to the Anthem OPR index detail. The batch may be sent through automated indexing at this point.

Index Batch

A user indexes the documents within the book, or verifies if using automated indexing.

Upload Batch

A user uploads the batch into Anthem. The images will be available for viewing through the Search module in Anthem Clerk and Public Access.

OPR Import

If the index information for documents exists in the Anthem database without images, OPR Import allows the images to be imported and attached to the correct instruments. Images can be uploaded into Anthem and matched to the correct document index in cases where the naming standard for the images includes the book and page number, and the book type is known. Imported images will be available for viewing through the Search module in Anthem Clerk and Public Access.

MAP/PLAT

Anthem provides support for the scanning and indexing of large-format map and plat records. They are processed in a similar manner as real estate documents, through the Recording module, and the index maintains all data unique to this document class. A separate, searchable index is maintained to allow the public access to these records. Alternatively, maps and plats may be maintained within the OPR index.

PUBLIC ACCESS

Anthem's Public Access application presents a standardized, browser-based interface to all public users. Screens and controls displayed on public workstations at local county offices are identical to those made available on the Internet. This universal implementation and the application's highly intuitive interface are designed to minimize the need for individual customer assistance by county staff.

When used for eCommerce, Anthem Public Access can be configured as a subscription-based service with assignable User IDs and passwords. The service is compatible with Secure Sockets Layer (SSL) technology, and user accounts in the subscription model can be configured to restrict specific users' ac-

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cess to document images or detail. Images can be made available to the Internet immediately or after they have been moved to the permanent index.

Additional security options are available and can be applied to both local workstations and Internet usage. A default public User ID can be made available, or the County's application administrators can create public user profiles and set security options for image and index detail display. In addition, the system can be configured to allow or deny access to document searches, document detail and document retrieval based on document type. For example, a typical installation might allow full access to land records, but restrict access to document detail and images for birth, death, and marriage.

Public Access Search

Public Access enables search of all supported indexes in addition to records retrieval including detailed index information and scanned images. The user can print search results listings and scanned images, and multiple payment collection options are supported.

Records are made available through Public Access as soon as they are recorded. Additional index data is subsequently made available as it is entered, and document images are provided for viewing and printing immediately upon being scanned.

Search by Criteria

Anthem Public Access provides search functionality without regard to case, spaces, or punctuation. Necessary search fields are determined during the BPA and based on the needs of the County and its users. Search criteria may include the following:

- Party Name (or Grantor/Grantee)
- Party Role
- Party Type (human/non-human)
- Date Filed range (single date or inclusive range)
- Instrument Number range (single number or inclusive range)
- Book and Page (book alone or book and page)
- Document Type
- Recording Location
- Legal Description
 - Subdivision
 - Lot, Block
 - Condominium
 - Phase, Building, Unit
 - Section, Township, Range, Quarters
 - Parcel ID/Tax Identification Number
 - Freeform legal description

Note: Necessary search fields will be determined during the Business Process Analysis phase of the project and will be based on the needs of the office and the users.

To search by party name, the search criteria screen can include separate fields for grantor and grantee, or a single field for entry of either name. The search fields for Party Role and Party Type are optional and included as needed. Legal description fields are also included as needed.

In addition to the above fields, the search criteria screen also display the available date ranges for both the temporary (incomplete) and permanent (verified) indexes. In addition, the first date of available images is also displayed. Instructions for entering a name as search criteria are detailed (i.e., "Enter name as Smith, John").

Options are available to submit the search criteria and perform a search, clear the search

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criteria screen (reset all fields back to their original values), and to Cancel the search and close the screen. Any combination of search criteria may be used, and there is no limit or requirement of using any specific field. Search results are displayed quickly, even for poorly qualified searches. When performing a new search, Anthem can retain the previously entered search criteria or automatically reset fields to their original values.

An advanced search option is available for embedded strings, and users can cancel these searches while in progress if they become time consuming.

The complete functionality described earlier in the Search module discussion is available to support Public Access, including multiple search criteria, search by unique name, and simultaneous display of index detail and images.

User Interface

The Public Access user interface is designed to quickly lead both first-time and experienced users through the search and retrieval process. Public Access provides the following pages to users (screens shown are from the Anthem system operating in Tarrant County, Texas, and are representative of Anthem Public Access screens):

- *Welcome.* The Welcome page provides an introduction to searching land records and other indexes supported by the County. Links to available search options, services, and additional information are provided in a vertical menu at the left side of the page. The menu is visible on many pages within Public Access for quick and simple navigation. The Welcome page is shown in Exhibit 5-8.



Exhibit 5-8. The Welcome page introduces the user to Public Access. Links at the left lead to search options, services, and additional information.

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- *First-Time User.* The First-Time User page provides important information to new users about Public Access, the technology used within the Web site, and instructions for submitting questions, comments, and suggestions to the appropriate office via mail, phone, and/or email.
- *Frequently Asked Questions (FAQ).* The FAQ page answers typical questions about Public Access. Responses cover topics such as Public Access terminology, how to search using the site, recommended hardware and software requirements, and explanation and resolution of common issues.
- *Index Summary.* The Index Summary page shows the date ranges of available indexes and scanned images. This page displays information for temporary (incomplete and/or unverified) and permanent indexes.
- *Land Records Search.* The user accesses the Search page by clicking on a Search link in the menu. A typical Search page is shown in Exhibit 5-9.

Official Public Records - Search

Search

DPR MARRIAGE

Services

Performing PUBLIC searches

Login

Your Basket

Links

- Clerk's Home Page
- Disclaimer
- First-Time User
- Index Summary
- Frequently Asked Questions (FAQ)

Actions: Help

Grantor: (Lastname, Firstname)

Grantee: (Lastname, Firstname)

Date Filed From: To: (mm/dd/yyyy)

Instrument# From: To:

Book: Page:

Document Type: Select a Type

Public Access JNET, Version 1.2
Copyright © 2001 - 2003 Hart InterCivic, Inc. All Rights Reserved

Exhibit 5-9. The Search page provides an easy-to-use interface for search and retrieval of land records and other indexes and images. Links at the left lead to other services and additional information.

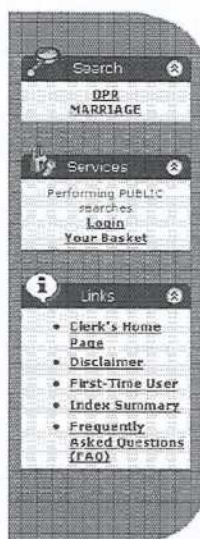
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- **Print.** Search results listings can be printed on demand. The Print page allows entry of the user's name, address, and other relevant information. The user can select the page range to print, request certified copies, or access other print options through this page.
- **Login/Logout.** Public Access supports a Login option for automatic debit of print and image purchase charges from an established escrow account. The Login/Logout page is used to collect the User Name and Password.
- **Your Account.** Your Account displays user preference settings and information about the account, including the available balance.
- **Signup.** The Signup page is used to activate a shopping cart account for credit card users. This page requires entry of the user's e-mail address and password, and can be bypassed on subsequent visits to the site by logging in.
- **Your Basket.** The shopping cart basket can be viewed whenever necessary by selecting "Your Basket" from the "Services" section of the Public Access menu. Anonymous users and those who have logged in can access this page. The Your Basket page is shown in Exhibit 5-10.

Your Basket



Document ID	Description	Pages	Qty	Price
OPPD2031001950 Remove	- Filed: 11/3/2003	2	1	\$1.00
Check Out Empty Basket				

Public Access .NET, Version 1.2
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Exhibit 5-10. The Your Basket page displays a current list of the user's shopping cart. The user can check out whenever necessary, empty the basket, or add additional items.

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The Image screen for land records displays the scanned image for a selected record and includes multiple image navigation and manipulation options. Drop-down menus

available from within the Image screen include controls for image manipulation, printing, and other functions. A typical Image screen is shown in Exhibit 5-12.

The screenshot displays a software interface with a menu bar (Actions, Image, Print, Help) and a toolbar with navigation icons. The main window shows a scanned document titled "2" with the following details:

Recording Requested By
North American Title Company
Order No. 54613-53241832
Escrow No. 54613-53241832-CDR

AND WHEN RECORDED MAIL TO:
Name Mr. and Mrs. Yan Wang
Street 44523 Japala Place
Address
City & Fremont CA 94539
State

Official Records of Alameda County
2003550413 10/01/2003 08:30 AM
PATRICK O'CONNELL
RECORDING FEE: 12.00
COUNTY TAX: 561.00
3 PGS

INDIVIDUAL GRANT DEED A.P.N. 519 1662 015

The undersigned grantor (s) declare (s):
Documentary transfer tax is \$ 561.00. City transfer tax is \$ NONE
(X) computed on full value of property conveyed, or
() computed on full value less value of liens and encumbrances remaining at time of sale.
() Unincorporated area: (X) City of Fremont, and /
FOR A VALUABLE CONSIDERATION, receipt of which is hereby acknowledged.

Young-Jen Sun and Sharon Sun, husband and wife as Joint Tenants
hereby GRANT(s) to Yan Wang and Rong Fu, husband and wife as joint tenants
the following described real property in the City of Fremont, County of Alameda, State of California:
LEGAL DESCRIPTION ATTACHED HERETO AS EXHIBIT "A" AND MADE A PART HEREOF

Dated September 24, 2003
STATE OF CALIFORNIA,
COUNTY OF ALAMEDA

Exhibit 5-12. The Image screen displays the scanned image and contains multiple image navigation and manipulation controls.

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**Internet Connectivity**

The BearingPoint Team recommends a Web-based Internet server and baseline Internet software for use by the County Clerk's Office. The following two methods of connecting to the Internet are available:

- A Dallas County-hosted system in which County staff is responsible for all site security and management issues.
- A BearingPoint-hosted system located at SBC's Platinum Data Center in Dallas. Under this arrangement, the BearingPoint Team assumes responsibility for management, replication, and security issues involved in maintaining Internet access to public records for the County Clerk's Office.

Local Internet Public Access

With the standard Internet product, a Web server at the County Clerk's site accesses indexes and images on the production system.

The standard Internet application has the following capabilities:

- Provides Web page/application configurable as Internet or intranet accessible, or both
- Can be localized for specific identity, logo and bylines
- Online search capability of publicly accessible documents stored in Anthem
- Configurable permissions for anonymous guest access—restricted to index, images and detail
- Assigns User ID/pass phrase for subscription access

- Watermark capable
- Display preferences for TIFF or PDF
- SSL session configurable

BearingPoint-Hosted Internet Public Access

BearingPoint has successfully partnered with multiple states and local governments in building and managing Web-enabled applications and data centers. Our approach provides architectural and operational improvements aimed at improving performance, reliability, and security. For the Dallas County Clerk's Office, we believe that the BearingPoint National eGovernment Solution Center in SBC's Platinum Data Center in Dallas provides the best primary hosting option for the Dallas County Clerk's Office Recording, Indexing and Imaging System.

Our National eGovernment Solution Center offers access to a proven production and testing infrastructure. By simply "renting" the National eGovernment Solution Center's capabilities now, you can achieve your desired functionality and availability while controlling costs. And if you decide to build your own, dedicated system environments in the future, we can help you design an appropriate solution.

The BearingPoint National eGovernment Solution Center

Our solution centers on multi-tiered operational environments and provides these core services.

- High-speed bandwidth performance
- Fully meshed and redundant networks powered by flagship Cisco Products

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- 24x7x365 monitoring by industry certified onsite staff
- Multi-layered security backed by digital surveillance and 24x7x365 on premise guards
- Redundant power systems with back-up generators and UPS systems
- Sophisticated fire detection and FM-200 gas suppression systems
- Advanced HVAC systems providing optimal server operating conditions
- Web servers, application servers, and database servers are segregated into their own physical environments for both J2EE and .NET
- Each physical environment is contained within its own isolated network
- Explicit firewall rules allow secured communication between each physical environment (business justification and security assessments are necessary before rules are implemented)

Our goal is to have the Dallas County Clerk's applications be fully operational and available to its constituents 24 hours a day, 365 days per year, with the exception of scheduled system down time to perform system maintenance. We propose to monitor the system 24 hours a day, 365 days a year.

The shared infrastructure at the National eGovernment Solution Center helps control costs by not requiring the Dallas County Clerk's office to directly purchase a dedicated environment. The production and testing environments will be available for you through a leasing agreement until such time—if any—that you decide to purchase

the hardware necessary to build your own development architecture.

ANTHEM AUTOMATED INDEXING

Our Automated Indexing application is an integrated component of Anthem that greatly increases the speed and efficiency of indexing. Powered by aiINDEX™, a product of Mentis Technology, Anthem Automated Indexing represents the latest generation of high-tech indexing tools.

We offer Automated Indexing as a comprehensive approach that can be expected to produce significant advantages and improvements in recording workflow at The Dallas County Clerk's Office:

- Reduction in employee training
- Increased productivity, even for experienced indexers
- Allows indexers to exploit skills previously reserved for the most senior and productive indexers
- Improved data accuracy
- Support for optional eRecording application—accepts paper, scanned images, and electronic documents
- Intuitive workflow and administration tools

The Anthem Automated Indexing system has shown its value in the field, with impressive gains in efficiency and accuracy being demonstrated in multiple counties. Anthem Automated Indexing is installed and in use in:

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- The on-screen display automatically scrolls through documents to show high-lighted index areas
- Data that varies in location from one document to the next is automatically located
- Saves user corrections to a correction history database for future knowledge base updates, enabling the software to increase its accuracy over time
- Auto-index data can be accepted by the user during verification or can be quickly extracted from the image using the rubber band feature, as shown in Exhibit 5-14
- Provides an exception-based workflow process for image quality and staff questions

The screenshot displays the Anthem Automated Indexing software interface. On the left, a form titled "INDEXING COUNTY (TEXT)" contains various fields for document metadata and indexing information. A rubber band is drawn across the document image on the right, highlighting a specific section of text. The document image shows a "DEED OF TRUST" from "FIRST AMERICAN TITLE INSURANCE COMPANY". The rubber band is positioned over the "DEFINITIONS" section, which includes text about the document's purpose and the parties involved. The software interface includes a menu bar at the top and a toolbar with various icons for document manipulation.

Exhibit 5-14. Anthem Automated Indexing: Rubber band feature simplifies data extraction.

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Additional Features and Functionality

Anthem Automated Indexing includes numerous additional features and capabilities that facilitate integration and ease of use, including the following:

- Displays the status of each document passing through the system on an administration screen
- Supports default values for index fields
- Supports DB2, Oracle and SQL Server

System Architecture

Advanced Learning Engine

The Advanced Learning Engine acquires the knowledge used by Automated Indexing to identify document types and index fields. Information in the Advanced Learning Engine is acquired on an ongoing basis by monitoring the history of the data entry process.

Knowledge Base

The Knowledge Base is a repository for information acquired by the Advanced Learning Engine. It stores relational information and metadata. Metadata is an electronic representation of the experience for identifying document types and the relevant index fields.

ELECTRONIC RECORDING

The optional Electronic Recording application, Anthem eRecorder, allows documents meeting Property Records Industry Association (PRIA) standards to be electronically submitted and recorded. External users such as title companies, escrow companies, attorneys, and government agencies can be assigned access accounts as originating users. They can then create, sign, and transmit a single document or a batch of documents to the recording office.

Anthem customers currently using eRecording functionality are:

- Alameda County, California
- Douglas County, Colorado
- Mecklenburg County, North Carolina
- Snohomish County, Washington
- Tarrant County, Texas
- Travis County, Texas

Using the Anthem recording system, the electronically submitted document is receipted, imaged, and indexed. The Anthem processes described in this section apply in an identical manner to documents filed using eRecorder and those recorded from paper.

Following automatic or manual verification by the recording office, the document is accepted, the user's account is debited for recording fees, and an electronic receipt is returned with the filed instrument number and the calculated filing fee amounts. Accessing the document image and indexes is the same as for records created from paper documents.

Anthem eRecording Compatibility

Anthem's eRecording application provides a standard, vendor-independent gateway to the Anthem recording approach. This gateway reduces the complex challenge of processing documents created in multiple, proprietary systems. With the eRecording application in place, counties that have installed Anthem or other open recording applications may receive electronic documents created by the software of leading eRecording vendors. When communicating through the interface, external users simply submit documents to a virtual customer service counter. The documents are then passed to the recording software for further processing.

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**eRecording System Architecture**

The system supports a wide range of document types and levels, ranging from basic scanned document images to "Smart Documents" incorporating XHTML, XML, and TIFF images.

Electronic documents are automatically recorded, indexed, and imaged within Anthem based on document level. Following recording, the image with recording stamp, instrument number, recording date/time, and recording fees are returned to the originator. Standards developed by organizations such as PRIA are incorporated into the system as they emerge.

The eRecording process involves four main processing components:

- Submitter Software (external to Anthem eRecorder)
- eRecorder Software
- Image Quality Assurance (IQA) Software
- Land Records Recording System Integration

eRecording architecture is built in to the overall system framework, as shown in Exhibit 5-15.

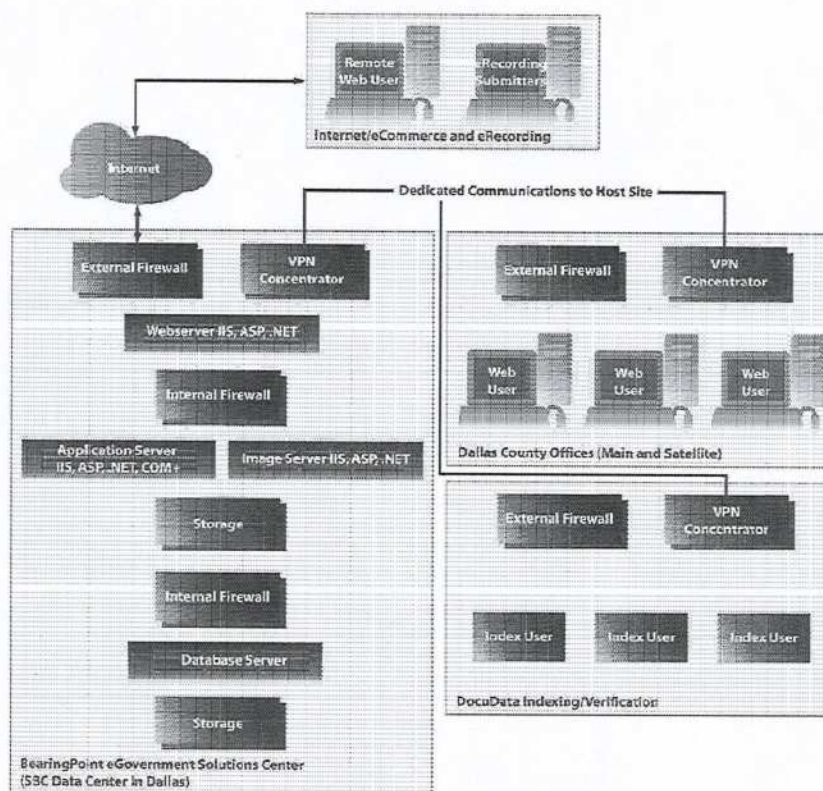


Exhibit 5-15. eRecording System Architecture: Anthem's eRecording architecture provides Dallas County with a secure, flexible system for receiving and

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User-provided submitter software is used to create a document suitable for submission. The user enters document information, digitally signs the document (optional), generates the TIFF image, and submits this data to the county in XML file format. Submitter software may also allow a user to scan a hardcopy document, enter indexing information for that document, and electronically submit this data to the county in XML file format.

At the county, the submitted data is processed first by the eRecorder software, a component of eRecording. The eRecorder extracts the index information and image, and communicates with Anthem to record and index the document and store the image.

If a scanned document has been electronically submitted, IQA software allows the county to qualify the filing before it is recorded. After a document is recorded, Anthem returns the instrument number and fee collection information (receipt information) to the eRecorder. The document is retained in the temporary index until the county moves it to the permanent index. The eRecorder updates the submitted XML file with recording information and the annotated image and makes it available to the submitter.

eRecorder Software

Filer software resides on a Web server located at the county. This software is responsible for the following:

- *Log On.* Submitters are required to submit log on information to the eRecording server the eRecorder component to confirm submitter identity and authorization.
- *Secured Connection.* Submitters may use SSL or VPN for secure data transmission.

- *Data Collection.* eRecorder software collects document data from XML file.
- *Submitting to Anthem.* eRecorder software passes image and indexing data to the proper functions within Anthem.
- *Stamping.* The instrument number, fee, etc. are stamped on the image.

Land Records Recording System (Anthem) Integration

Recording system integration software is responsible for the following functions:

- *Fee Calculation.* Fees are calculated using tables in the Anthem database. The tables are organized by document type.
- *Fee Collection.* From escrow or voucher account.
- *Receipt Creation.* Receipt is available for viewing in Anthem.
- *Document Recording.* Document is placed in a Temporary Queue.
- *Storing the image.* TIFF image is stored and available.
- *Document Indexing.* The document is indexed to allow searching.

The integration software can reside on the same Web server as the Filer software or on the Anthem server located at the county.

IQA Software

IQA Software provides a queue that allows the county to inspect a scanned TIFF image for recording compliance and possible defects before recording. If the county rejects the document, the rejection information is sent to the submitter.

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Key Features of Anthem eRecorder

Anthem's eRecording application accepts several levels of digital documents, as defined by PRIA:

- Level-One documents are scanned TIFF document images with an XML coversheet or data wrapper. The XML wrapper carries data about the document type and page count. The grantor/grantee, legal, cross reference, and tax parcel number are not included. These documents are signed at their origin (wet signature) and digitized (scanned) at the submitter site. The XML wrapper containing the document type and page count will accommodate automatic document reception.

Level-One documents require an Image Quality Control step before recording. In this step, the county must use the eRecording IQA function to view images and accept or reject them before recording proceeds. The IQA user can rotate and software-enhance an image before determining whether to pass or reject it for filing. The supplied image enhancement function typically returns an image that is visually sharper and clearer than the original.

- Level-Two documents are scanned or generated TIFF images with an XML coversheet or data wrapper. Level-Two documents are required to have an XML wrapper that contains the appropriate index information. The data contained within the XML wrapper accommodates automatic document reception and index population. Level-Two documents also require an Image Quality Control step before recording. In this step, the county must use the eRecording IQA function to view im-

ages and accept or reject them before recording proceeds. The IQA user can rotate and software-enhance an image before determining whether to pass or reject it for filing.

- Level-Three documents are XML/XHTML "smart forms"-based documents. These files embed the XML data in the document itself. They can be processed automatically or configured for inspection.

Anthem's eRecording application accepts the three document forms described above with a title, provided that the Submitter has met the requirements and the electronic document meets the standards outlined by the eRecording application. The eRecording component is capable of accepting Real Estate documents that are currently accepted.

Following is a partial listing of the many key features of Anthem eRecording:

- Automatically checks for submitter image formatting requirements, including conventions such as margins, titles, field definitions, etc.
- Allows a cashier to manually accept a document for recording that does not meet county requirements, whether Level One or Level Two. The IQA user (cashier) can manually inspect each Level One and Level Two document image and approve or reject it.
- Resubmits "rejected" document for later acceptance
- Batches or groups documents for the purpose of recording in succession or rejecting

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- Adds and authorizes eRecord user groups
- Accepts multipage TIFF images of documents
- Automatically populates the Land Records index at the time of recordation
- Incorporates image-enhancement algorithms (Level-One and Level-Two documents) to produce records that are often clearer than the original image
- Logs and tracks changes to transactions using audit trails

Imagen™

Hart Imagen is the Anthem imaging engine and image repository. Imagen allows the storage, retrieval, and management of images as required by the Anthem recording system. The engine is built on reliable, scalable technologies, including file sharing (for image access) and a high performance relational database.

Imagen works with Anthem's Scanning and Quality Control module to convert paper documents to electronic images that are stored on magnetic media for future retrieval. Each image is indexed through the image server database to a unique, corresponding instrument number, assigned during document reception. Images are stored as non-proprietary TIFF files in the repository and can be accessed without special tools.

Anthem Courts

As an optional module, we propose the Anthem Courts application to enhance and support existing case management systems by enabling document imaging. In use, data entered through the case management system is passed to the Anthem database. Anthem then allows the user to scan the image, edit the data, and perform search and retrieval.

Captured information and associated images can be searched by means of the standard Anthem Search application. Specific court index fields and default values are dependent on the type of production Case Management System used by the court. Anthem Courts supports the following indexes:

Cause Information

- Cause Number
- Date Filed
- Case Type
- Court Assigned
- Content Type (System Security)
- Creation Date (System Generated)
- Creation ID (System Generated)
- Last Updated Stamp (System Generated)

Party Information

- Party Type
- Last Name, First Name
- Address

Document Information

- Date Received
- Document Category
- Document Type
- Document Description
- Image Present Flag

Document Reception

Data is entered into Anthem Courts fields when court documents are received. Typically, the existing case management system

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serves as the main repository, while Anthem Courts houses only the minimal amount of data necessary to readily associate an image with its corresponding index. After document information is entered into Anthem Courts, a system-generated number is applied to the entry. The number is unique and will always refer to that particular entry. After the number is applied, the accompanying image can be associated.

Scanning

Images become immediately available following scanning. After a document is scanned, a search can be performed and the index and image are accessible.

The Anthem Courts application allows the user to choose high performance Batch Scanning or Low Volume Scanning. Both methods provide a means for the user to link an entry's unique system identification number to a bar code placed on the image. This process also immediately links the electronic image to its index.

Anthem allows redaction of electronic images during the scanning process for the purpose of concealing private or confidential information and also includes a Quality Control (image verification) function. Quality Control allows a user to visually inspect the image for clarity and correctness before designating it as an official image entry.

Labels

Document labels can be printed or batch printed for all Courts documents that have been added to Anthem. The user can elect to print labels for all documents, documents that have previously been processed for labels, or only those documents that do not have labels.

Security

Several layers of security have been installed in Anthem Courts to protect the integrity of certain indexes or documents. Index level

security and image level security are considered critical.

Security can be set at the Document Index level, Document Image level, or Cause level. This allows access to a particular index to be set for all instances of a document type or one specific document. Similarly, access to a particular image can be set for all instances of a document type or one specific document.

Access to an entire Cause Number can be denied, thereby disabling access to any document belonging to the Cause Number. These levels of security prevent access to restricted information by the general public or other users with insufficient security rights.

In addition to the usual system security options, Anthem provides security through its ability to seal a case. This is analogous to a judge ordering a case sealed from viewing by all persons with the exception of certain other judges. A sealed case and the corresponding document indexes and images are inaccessible to most system users.

Application Administration

Application administration is closely linked with Anthem's multi-level security, and a key issue relating to this relationship is the creation of system users. Under Anthem, only administrative personnel are authorized to create or modify users. After being created, a user is placed in a Security Group that grants or denies permissions.

Cause and document information can be readily maintained through Anthem's Court Maintenance tables. Using the tables, an administrator can quickly and easily modify specific Case Types, Document Types, or Document Categories.

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**Application Configuration**

In order to meet specific Dallas County Clerk's Office requirements, as described in the Request for Proposal, public user search of Anthem Courts will not be enabled. In addition, Courts indexing will be constrained to fields necessary to location of records on film.

ADDITIONAL (THIRD PARTY) SOFTWARE TO SUPPORT AN- THEM

LEADTOOLS™

LEADTOOLS is a powerful document imaging toolkit that is integrated into the Anthem platform. LEADTOOLS brings numerous standard features and a high level of flexibility to image retrieval, annotation, enhancement, OCR, and viewing.

Within Anthem, LEADTOOLS provides basic functionality in areas of color viewing, as well as important features such as redaction and image annotation. Image manipulation that includes zoom, rotate, and pan is supported and is integrated with Anthem's Public Access application to make these features available to Internet users.

For The Dallas County Clerk's Office, LEADTOOLS will also be configured with OCR functionality to facilitate field level and/or full-text indexing of birth and death records.

Cognos ReportNet™

We propose Cognos ReportNet as the ad hoc query and report generator for The Dallas County Clerk's Office. ReportNet was chosen due to its ease of use, advanced security features, and extremely flexible report capabilities.

Cognos ReportNet is a Web-based tool for authoring and automating custom reports. Reports can be scheduled to run on the basis of numerous criteria, including data availability, elapsed time, and date. ReportNet also supports report bursting to automatically distribute sections of a report to appropriate recipients on the basis of content. Output is available in multiple formats, including PDF, HTML, and Excel. Reports can be batched or run singly, on-demand, with a full range of user options.

ReportNet is open and scalable, with an N-tiered, multi-server, multi-threaded architecture. The browser interface is intuitive and familiar, minimizing staff training requirements. Adaptable to multiple security models, ReportNet will leverage the existing infrastructure to meet security requirements without degrading system performance.

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**6.0 SYSTEM ENVIRONMENTS**

The BearingPoint Team proposes multi-tier hardware architecture for the Dallas County Clerk's Office compliant to the County's technology standards. Compliant to the County Clerk's Office technology standards, the Web server, which sits inside a DMZ, will run Windows 2003 Server, with IIS. This server will run an ASP.NET Web application to provide external Internet users access to index and image data. This application communicates with SOAP XML Web services hosted on the application server for data access.

The application server hosts a collection of XML Web services and windows security. These Web services provide access to data, index and images, underlying security infrastructure, and recording of documents submitted electronically. The application server also runs an ASP.NET Web application for internal (intranet) public users. This will provide internal public access users the same interface look and feel from the County offices or from home/office. Both the application and Web servers require Windows 2003 server.

The database server will run the AIX operating system and will host the Oracle 9i standard edition, ODBC-compliant, relational database system.

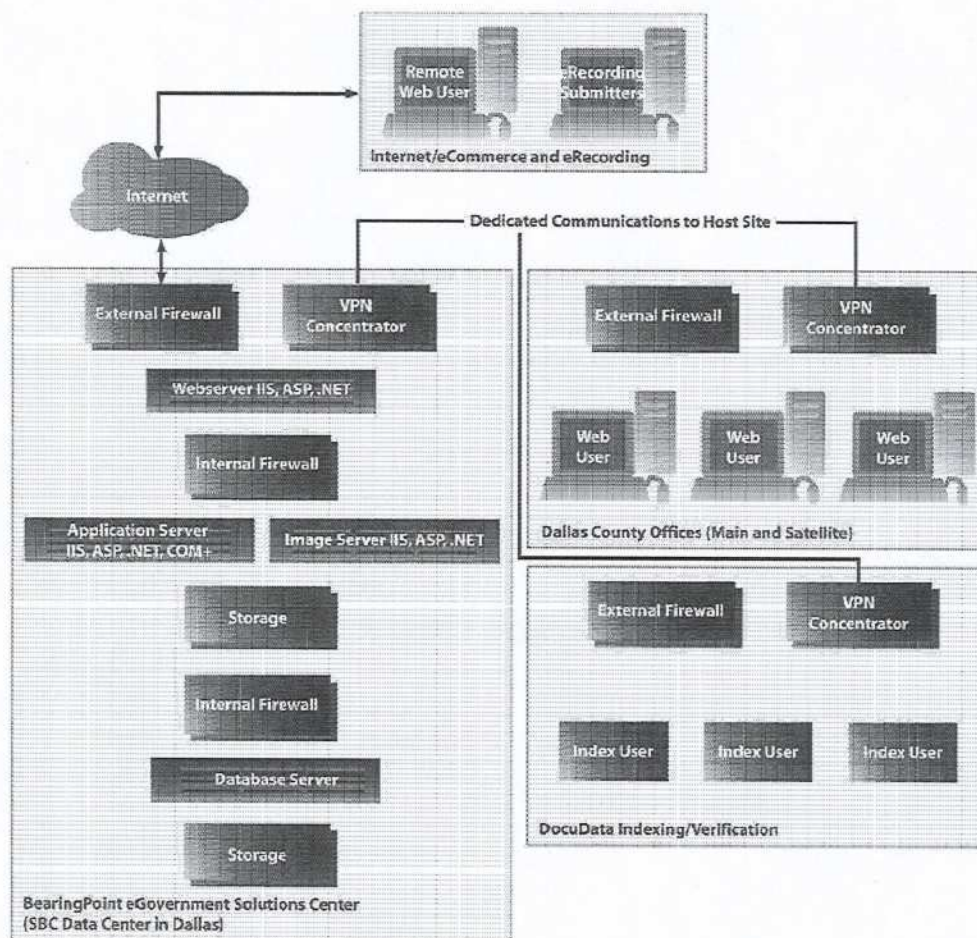
Images will be stored in the Imagen image repository located on the image server. This server will run Windows 2003 server. In addition, there will be a storage vault for the physical storage of the images.

Clerk workstations for cashiering, scanning, indexing, and reception will run Windows XP and contain the LEADTOOLS image utility client, utilized for image viewing, print controllers, password encrypting DLLs, and the Anthem application. These clerk workstations also require an Oracle database client. Public Access workstations will run Windows XP with Internet Explorer 6.0 or greater.

The image below provides a high-level depiction of how the various end users will connect with one another through the Dallas County Clerk's record management system network.

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Proposed Hosting and System Environment

BearingPoint has successfully partnered with multiple states and local governments in building and managing Web-enabled applications and data centers. Our approach provides architectural and operational improvements aimed at improving performance, reliability, and security. For the Dallas County Clerk's Office, we believe that the BearingPoint National eGovernment Solution Center in SBC's Platinum Data Center in Dallas provides the best primary hosting option for the Dallas

County Clerk's Office Recording, Indexing and Imaging System.

Our National eGovernment Solution Center offers access to a proven production and testing infrastructure. By simply "renting" the National eGovernment Solution Center's capabilities now, you can achieve your desired functionality and availability while controlling costs. And if you decide to build your own, dedicated system environments in the future, we can help you design an appropriate solution.

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**The BearingPoint National
eGovernment Solution Center**

Our solution centers on multi-tiered operational environments and provides these core services.

- High-speed bandwidth performance
- Fully meshed and redundant networks powered by flagship Cisco Products
- 24x7x365 monitoring by industry certified onsite staff
- Multi-layered security backed by digital surveillance and 24x7x365 on premise guards
- Redundant power systems with back-up generators and UPS systems
- Sophisticated fire detection and FM-200 gas suppression systems
- Advanced HVAC systems providing optimal server operating conditions
- Web servers, application servers, and database servers are segregated into their own physical environments for both J2EE and .NET

- Each physical environment is contained within its own isolated network
- Explicit firewall rules allow secured communication between each physical environment (business justification and security assessments are necessary before rules are implemented)

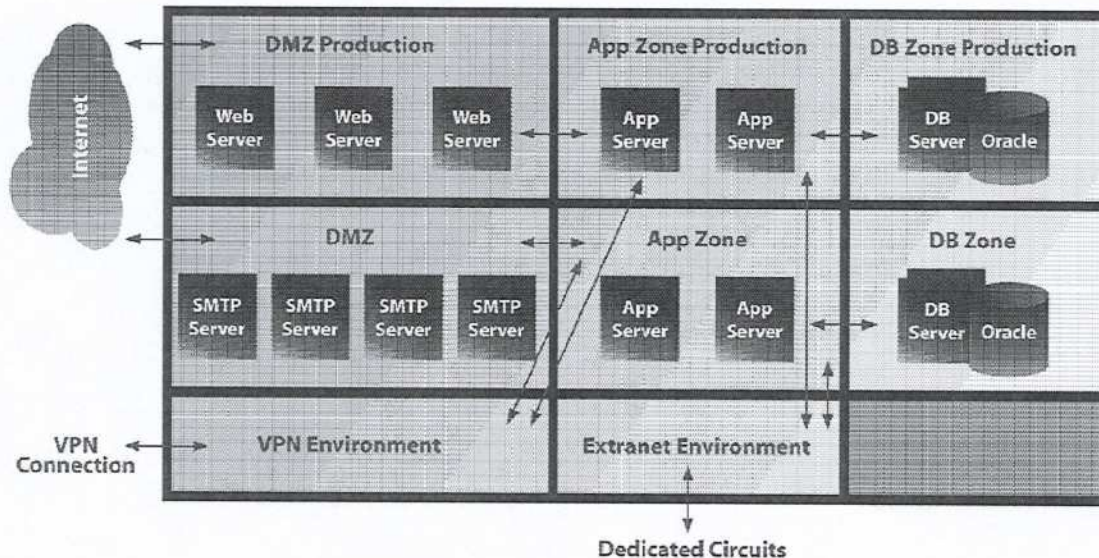
Our goal is to have the Dallas County Clerk's applications be fully operational and available to its constituents 24 hours a day, 365 days per year, with the exception of scheduled system down time to perform system maintenance. We propose to monitor the system 24 hours a day, 365 days a year.

The shared infrastructure at the National eGovernment Solution Center helps control costs by not requiring the Dallas County Clerk's office to directly purchase a dedicated environment. The production and testing environments will be available for you through a leasing agreement until such time—if any—that you decide to purchase the hardware necessary to build your own development architecture.

The architecture diagram below shows how our security systems come together within the framework at the National eGovernment Solution Center.

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*Secure Network Environment*

The strategic use of multiple network and security components provides the required level of scalability and granularity for each isolated network. We utilize multiple security environments to protect data and network traffic. These include multiple Intrusion Detection Systems (IDS), monitoring engines, and external and internal firewalls of different vendor types to reduce any vendor specific vulnerabilities. Additionally, our architecture secures sensitive data behind several firewalls, each of which can be monitored by IDS, and accommodates all security, application, and business requirements.

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7.0 GRAPHICAL USER INTERFACE

A Recognized User Interface

Anthem's Graphical User Interface (GUI) is built upon years of experience as well as industry best practices and standards. Throughout the entire application, Anthem utilizes intuitive and user-friendly navigation methods to help users access the system's functionality quickly and without confusion. If a user should ever become lost or unable to access a desired function, Anthem's help menu is always prominently displayed at the top of the screen.

Anthem's GUI is based on features familiar to most computer users: the Microsoft Windows GUI. Features common in Windows are used in Anthem as well, including text menus across the top of a user's screen, icon-based tool bars directly below the text menus, and standard keyboard shortcuts.

Users can navigate and access all of Anthem's features using either a keyboard or a mouse, or a combination of the two. Additionally, Anthem includes user-friendly features such as notification messages that alert users to potential errors and system activity throughout all of Anthem's modules. The end result is an advanced, yet easy-to-use system for document and image management.

Anthem's core functions are broken apart as modules that operate within the overall Anthem framework. While the Anthem framework has its own core set of functions, menu options, and processes, each module *also* has its dedicated set of functions and options. As a user moves from one module to the next, they will always have quick access to the relevant options and system commands. Anthem's modules have been developed through the culmination of experience, leading industry practices, legislative compliance, and advanced business process analysis.

Anthem's application modules are built around business-critical functions, and they are implemented in such a way to reduce user operational steps and allow for greater functionality. Yet, to prevent data corruption—through either malicious or accidental actions—access to system functions is controlled and audited through user group security settings as determined by the Dallas County Clerk's Office.

ANTHEM NAVIGATIONAL SYSTEMS

Anthem Menu Options

Anthem's design allows for advanced navigational features and user preferences. Anthem users can access system features by use of menu options, iconic toolbar, and special keystroke combinations, or "hotkeys." Field-level navigation is keyboard-centric, and allows simple keystroke operation in conjunction with timesaving features such as hotkeys, common codes, and pick-lists.

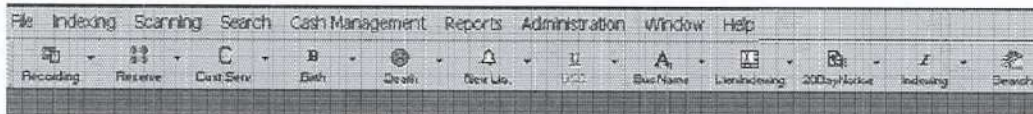


Exhibit 7-1. Anthem Menu Options. Anthem's Main Application window allows security driven access to application modules and functions. Users can select a menu option using a mouse or keystroke combination.

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Anthem's GUI uses comprehensive and organized menu and submenu options for easy user access to modules and functions. Users can select a menu option from the Main Application window using a mouse or keystroke combination.

For example, the [ALT + F] keystroke combination expands and displays the File menu options.

In the Exhibit 7-2 below, a user has pressed [ALT+F] to bring up the File menu options.

Whenever security permissions limit a user's access to certain modules or functions, the application displays these items as "grayed-out" and inactive to the user. In other words, if a user were not allowed to access "Recording Administration Functions" as shown in the image below, the "Recording Administration Functions" option would appear in gray text rather than black, and the user would not be able to select it from the list. For easy reference, functional hotkey commands are displayed to right of the option description. For example, at the bottom of the image below, the option to "Exit" is also associated with a hotkey—in this case, [ALT+X].

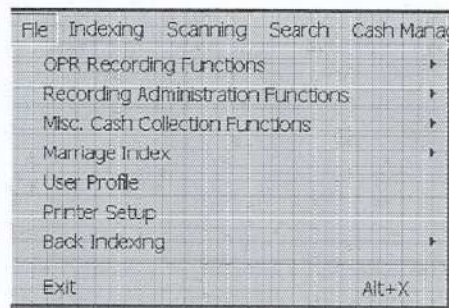


Exhibit 7-2. File Menu Options. Menu options allow user access to application modules and functions. For example, hot key [Alt+X] will facilitate rapid and easy exit from the Anthem application.

In Exhibit 7-3, we provide an example of a "Multifunctional option." Multifunctional options are associated with submenus. These options are displayed with a small black arrow pointing to the right. In this case, "OPR Recording Functions" was selected, and this brought up a submenu with three options: "Recording," "Rejection Letters Search," and "New Rejection Letter." Users can click the menu option with a mouse or use keyboard arrows to view, move through, and select submenu options.

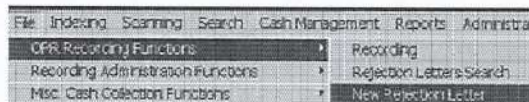


Exhibit 7-3. Submenus for Multifunctional Options. Submenus allow for display and selection of specific modules and functionality.

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When a user selects any of the available application modules, the selected module will appear on screen, and a secondary menu system will become active. Notice that in

Exhibit 7-4 below, there are two rows of menu icons across the top of the screen, whereas in Exhibit 7-1 above, there was only a single row of icons.

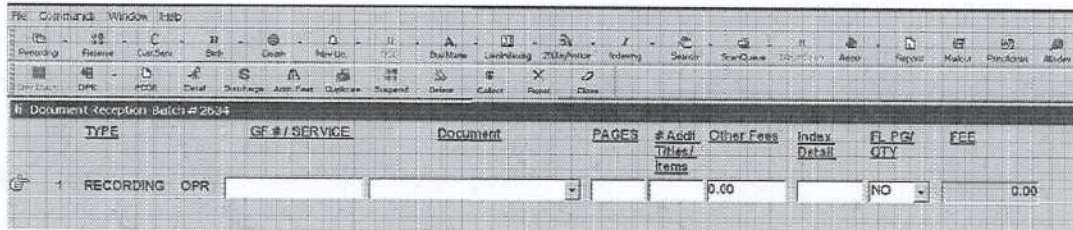


Exhibit 7-4. Selecting an Application Module. Selection of the Recording submenu option displays Anthem's Document Reception screen. The Document Reception screen serves as a universal recording counter for the intake of land recordings, vital records, and other business functions.

Each application module also allows for navigation through a menu system. Menu options in an application module relate to specific business functions for that module and relevant user activities. In Exhibit 7-5 below, the File menu has a more limited set of options than were available in the general File menu shown in Exhibit 7-2 above.

This is because a user has selected a particular application module with a limited set of options. Should the user close out of a certain module, the user would return to the general menu options shown in Exhibits 7-1 through 7-3.

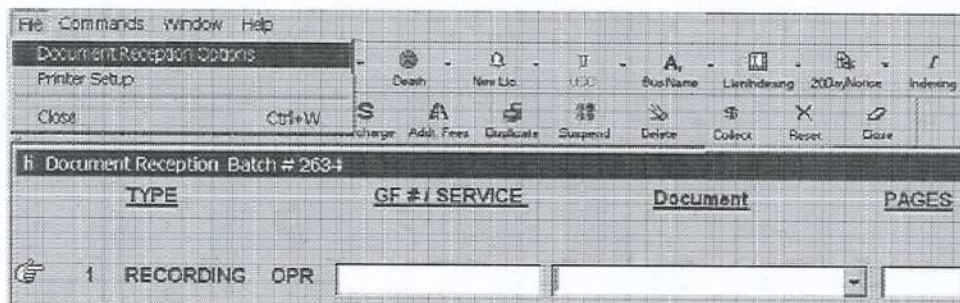


Exhibit 7-5. Recording File Menu Options. In Anthem's Recording module, users can select Document reception options, printer set-up options, or close the Document Reception window.

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**Iconic Toolbar**

Anthem's GUI offers icon-based toolbar options for quick user access to modules and functions. With modern computers and workstations, many users may prefer to click a graphic icon instead of using menu options

for system navigation. The main application window displays a primary iconic toolbar for access to modules. The Primary iconic toolbar is shown in Exhibit 7-6 below. Each icon button on the toolbar represents a direct access link to an application module.



Exhibit 7-6. GUI Iconic Toolbar Options. Anthem's Main Application window displays iconic toolbar options. Each toolbar option is security driven and allows users to quickly access an application module.

Just as with the menu options, security settings manage user display and access to specific module and functional icons. If a user does not have authorization for specific functions, the icons will be "grayed-out" and the user will not be able to select them.

Selecting and clicking on an available, active icon will initiate the specified module or function. In Exhibit 7-7 below, an authorized user has started the Recording Module.

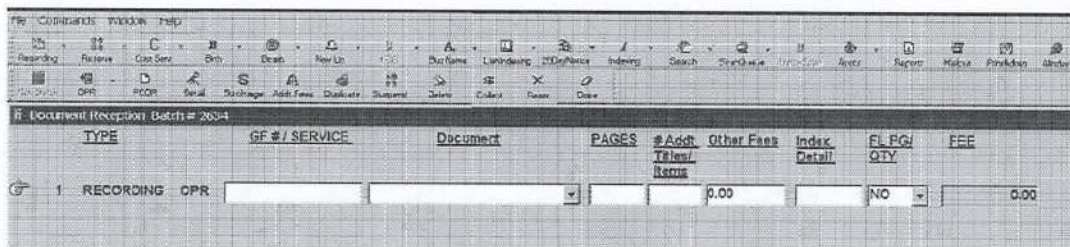


Exhibit 7-7. Recording Module. Authorized users can simply click on the Recording icon to directly access the Recording Module and features.

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Just as with the menu options, Anthem modules display a secondary iconic toolbar for individual modules. Each icon within the secondary toolbar represents a direct link to

a module-specific function or option. Selecting and clicking on an icon will initiate the function or option for the module.

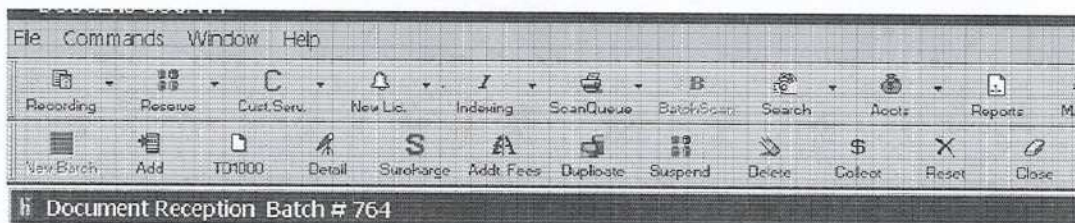


Exhibit 7-8. Secondary iconic toolbar. A secondary iconic toolbar is displayed for each application module.

Anthem is designed to provide rapid entry of relevant index data. Noneditable data fields are grayed or inactive to restrict data changes. In Exhibit 7-9

below, we show a screen shot with both active and inactive data entry fields. A user could only edit the fields that are white, while the gray fields are locked.

Exhibit 7-9. Noneditable Data Fields. The Index detail window provides security driven access and entry of relevant recording data. The Index detail is highly configurable to allow for specific layout and content. Non-editable field data is grayed and inaccessible to restrict change.

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Whenever a particular module is initiated, the cursor is automatically positioned for data entry by default. Data entry fields are system-defined for allowed content (alpha, numeric, etc.), and character length. Required data entry fields are defined by either the system or the system administrator, as determined by the Dallas County Clerk's Office.

Anthem users can use simple keystrokes such as the <Tab> key to move to the next field, or [Shift + Tab] to move back to the previous field. If a user prefers to use the mouse to navigate between fields, this action is also supported through point-and-click features.

Hotkeys

The third primary navigation method is with the use of keystroke combinations, or "hotkeys." Hotkey combinations can also be used in field-level navigation. Users can use a hotkey combination to quickly position the cursor in a specific data field. For example, Exhibit 7-10 below shows a portion of the indexing module. The hotkey combination [Alt + R] automatically positions the cursor in the first "Grantor" index field to highlight the last name, "SMITH."

Grantor	
Last Name	First Name
SMITH	DAVID

Exhibit 7-10. Hotkey Combinations. Hotkey combinations can be used for direct navigation to a specific field in the Index Detail screen. For example, hotkey [Alt+R] will take the user directly to the first Grantor field in the detail.

Other hotkey combinations can assist in field-level data entry. Anthem uses hotkeys for the display and use of "pick lists." Exhibit 7-11 shows a standard pick list screen shot. Pick lists are table-based lists of possible entries that are valid for a specific data field. Users can quickly find and select a table entry by typing the first few characters of the selection. After the table item is selected, the user can use hotkey functionality to automatically populate the field with this data.

Code	Last Name	First Name	Role
GENL	GENERAL		
GMC	GMAC MTG CORP		
GFS	GREENLIGHT FINL SERV		
GMFI	GREENPOINT MTG FDC INC		
GUAR	GUARANTY		
HGWY	HIGHWAY		
IMPVT	IMPROVEMENT		
INSTN	INSTITUTION		
INSTL	INSTITUTIONAL		
INVR	INVESTORS		
MET	METROPOLITAN		
MERSI	MORTGAGE ELECTRONIC REC		

Find: GMA

Sort OK Cancel Help

Exhibit 7-11. Using Hotkeys to Display and Use Pick Lists. Hotkey function [Ctrl + L] can be used at the field level to display a table or pick list of commonly used entries. Users type the first few letters of the name to find and select a common entry.

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**Data Selection Options**

The Anthem system also supports common data selection options such as table-driven drop-down lists, check boxes, radio buttons, and index tabs.

Table-driven drop-down lists

Drop-down lists are field-specific and found throughout the Anthem application. Fields designated with a table-driven drop-down list provide users with a quick means of viewing and selecting valid table data. Exhibit 7-12, below, shows a drop down list for the user to select a valid document type. Users view the drop-down list data by clicking on the drop-down arrow or using keyboard arrow keys to display and navigate the list. Selecting a valid table entry automatically populates the field with the selected data.

SERVICE	DOCUMENT	PAGES
COPIES	CC OPR DOCUMENT	1
	CERTIFIED COPY OF FBN	
	PLAIN COPIES (1.50 EA)	
	PLAIN COPY FBN (.75 EA)	

Exhibit 7-12. Table-driven Drop-down Lists. Table-driven drop-down lists allow rapid selection of data or processing options. Anthem's Customer service module uses drop-down lists for selecting an available service for cashing.

Checkboxes

Anthem uses checkboxes for manual selection of multiple user options. Checkboxes act as a toggle (on/off) for the specific system option. System-required checkboxes are grayed or inactive to restrict data changes. Exhibit 7-13 below shows a list of checkbox options.

Function Description	Selected	Auditable Function	Audit Required	Audit Group
OPR				
ACCESS TO SPAS OPERATIONS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCESS TO OPR MODULE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ADMINISTRATION FUNCTIONS OPR DOCUMENTS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Exhibit 7-13. Checkboxes. Anthem incorporates the use of checkboxes for selecting multiple processing and function options. Anthem's Group Security module supports selection of multiple security access and audit settings.

Radio Buttons

Anthem uses radio buttons for manual selection of choice options. Radio buttons are function-specific and allow for selection of an "either/or" system option. Exhibit 7-14 below shows two radio buttons. The "New Batch" option is currently selected in this screen shot.

If a user were not authorized to change certain radio button data, those radio buttons would be grayed or inactive to restrict data changes.

OPR Index - Instrument Range

☒ New Batch

☐ Old Batch

Batch #: 102

Expand Cancel

Exhibit 7-14. Radio Buttons. Anthem incorporates the use of radio buttons for "choice" selections. Anthem's Indexing/Verification modules allow users to choose to display a "New Batch" or "Old Batch" for processing or review.

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**Index Tabs**

Anthem uses index tabs to allow multiple groups of functions, options, or information within a common window or screen. Users can display or access different tabs by clicking on each tab individually. Index tabs allow user navigation without the need to open new windows or screens. Exhibit 7-15 below shows a selection of index tabs, with the "Detail" tab currently selected. If a different tab were selected, the data and options of that tab would come into view and the other tabs would remain in the background.

Detail	Services	Content Types	Other Information	Required Elements
Document Type:	A18			
Description:	RELEASE OF LIEN			

Exhibit 7-15. Index Tabs. Anthem incorporates the use of Index Tabs for grouping specific data within a common window. The Document Types module allows authorized users to manage document types through configuration and editing of the document type detail, services, content types, other information, and required elements.

System Messages

Anthem's GUI is designed to prompt the user with messages about specific user input, system processes, or system status. These system messages promote a secure and stable operating environment, and allow the user to make informed operational decisions. Types of system messages include informational, warning, error, and process information messages.

Informational Messages

Anthem displays several informational messages designed to alert the user to system changes, completion of a transaction, incomplete user input, or various other system conditions. Information messages often act as a user prompt for a subsequent procedural step or a confirmation of successful process-

ing. Exhibit 7-16 shows an informational message that a new batch has been assigned.



Exhibit 7-16. Informational Message. When the user requests assignment of a new batch for index or verification, the Anthem application displays an informational message that includes the batch number and total of number of documents.

Warning Messages

Anthem displays warning messages to alert users to a potential problem with user input or application configuration. Warning messages are system tools designed to provide information relevant to the current operation, and allow users to take necessary corrective action to avoid corrupting or losing data.

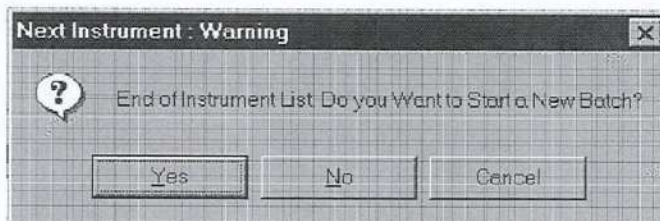


Exhibit 7-17. Warning Message. When the user completes an index or verification batch, the system prompts the user before pulling a new batch.

Error Messages

Anthem displays error messages to alert users to a recognized problem with user input, system processes, and application configuration. Error messages, like Warning messages, are system tools designed to provide information relevant to the current operation, and allow users to take necessary

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corrective action. But Error messages are more severe in nature, and are designed to prevent an error from being made.



Exhibit 7-18. Error Message. The Payment Collection screen prompts the user if attempting to collect payment at a workstation (or device) that is not appropriately designated by the system administrator.

Process Information

Anthem displays micro text processing information in the lower left-hand portion of the application window. Micro text is used to display important user information about current system status and processing. In Exhibit 7-19 below, the micro text tells the user that the system is “Adding Notary Information—Please wait...” This information is designed to let users know that the system is still working—even if nothing appears to be happening on the screen.



Exhibit 7-19. Process Information. The Recording module displays process information when the user initiates collection of a recording payment. Users can view the steps initiated and completed while the system saves the recording information.

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**Commercial User Tools**

Anthem uses LEADTOOLS by Lead Technologies as a third-party tool for image display. Anthem is seamlessly interfaced to the Lead Tool Image browser, and image management features are negotiated through the Anthem system.

Menu options, icon buttons, hotkeys, and mouse control fully support image navigation throughout the documents as they are displayed in the window. As with all Anthem modules and components, the help features and menu options are unique to the image display function.

Document Edit View Window Help

Recording Reserve Curt Row Split Death New Up Links Sur Name Lien Indexing 2004 April 19

Print Doc Prev Page Next Page First Doc Prev Doc Next Doc Last Doc Zoom In Zoom Out Information Close Doc

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RECORDING REQUESTED BY
[Redacted]
And When Recorded Mail To:
Name [Redacted]
Street 2090 East 34th Street
City & State Oakland, CA 94608

MAIL TOX FIDELITY
Name [Redacted]
Street 2090 East 34th Street
Oakland, CA 94608

2003289530 11/22/2003 03:13 PM
OFFICIAL RECORDS OF ALABAMA COUNTY
PATRICK O'CONNELL
RECORDING FEE 7.00

1 PG

SPACE ABOVE THIS LINE FOR RECORDER'S USE

TRUST TRANSFER DEED

GRANT DEED - not pursuant to sale

The undersigned Owner(s) declare(s) under penalty of perjury that the following is true and correct:
THERE IS NO CONSIDERATION FOR THIS TRANSFER.

Exhibit 7-20. LEADTOOLS. Anthem displays images through use of a LEAD-TOOLS browser. Images are displayed independently through the View Image option, or alongside the index detail.

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**8.0 DOCUMENT IMAGING**

Anthem utilizes five integrated components to perform scanning and imaging functions:

- *Hart Imagen™*. Organize/manage imaging functions
- *Anthem Scanning and Quality Control Module*. Workflow integration
- *Kofax Adrenaline™*. Image capture
- *LEADTOOLS™*. Image display and manipulation
- *Kofax Virtual ReScan (VRS)*. Automated inspection for scan quality

Hart Imagen™

Hart Imagen is the Anthem imaging engine and image repository. Imagen allows the storage, retrieval, and management of images as required by the Anthem recording system. The engine is built on reliable, scalable technologies, including file sharing (for image access) and a high performance relational database. Imagen will run on a Dell 6650, four CPU servers with over two terabytes of storage accessible.

Anthem Scanning and Quality Control Module

Imagen works with Anthem's Scanning and Quality Control module to convert paper documents to electronic images that are then stored on magnetic media for future retrieval. Each image is indexed through the image server database to a unique, corresponding instrument number, assigned during document reception. Images are stored as non-proprietary TIFF files in the repository and can be accessed without special tools.

Kofax Adrenaline

Anthem uses Kofax Adrenaline™ cards and runtime software to scan documents into the imaging engine and to import existing images. The BearingPoint Team has selected

Kofax for this use due in large part to the speed, sophistication, and reliability of Kofax imaging components. Kofax has an excellent track record for meeting the production needs of county government and is scalable for large or small document volumes.

Standard features of the Kofax Adrenaline control cards and software include operator adjustments for document size, contrast, resolution, save file type, de-skew, de-speckle, removal of borders, and 90/180 degree rotation. Kofax runtime software also allows saving redaction annotations permanently to an image while retaining the original image. The user can print certified copies of birth, death, marriage, and real estate records that require adjustment of the size and page position of an image. Kofax runtime can be installed on multiple workstations, including those without scanners, to allow all appropriate users access to the many Kofax functions relating to the import and manipulation of images.

LEADTOOLS

LEADTOOLS is a powerful, cost-effective document imaging toolkit that is integrated into the Anthem platform. This application brings numerous standard features and a high level of flexibility and responsiveness to image retrieval, annotation, enhancement, OCR, and viewing. LEADTOOLS operates as a non-proprietary resource and is stable in integrated environments.

Within Anthem, LEADTOOLS provides basic functionality in areas of image viewing, as well as important features such as redaction and image annotation. Supported image manipulation includes zoom, rotate, and pan. These functions are integrated with Anthem's Public Access application to make these features available to Internet users. For the Dallas County Clerk's Office, LEADTOOLS will also be configured with OCR

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functionality to facilitate field level and/or full-text indexing of birth and death records. The Anthem Scanning and Quality Control module is also used with the other imaging components to provide integrated recording functionality. This module allows scanning to be performed at any point in the process and works within Anthem to provide immediate, batch, and off-site scanning.

The Scanning and Quality Control module supports simplex and duplex scanning and eliminates blank pages when insufficient text is present. Additional features include flexible low- and high-volume batch management, page count discrepancy monitoring, and image annotation options such as redaction, highlighter, hollow rectangle, text, text from file, hyperlink, freehand line, straight line, attach note, rubber stamp, and initial stamp. TIFF image file import is supported, and large maps and plans can be imported through the use of large-format scanners.

Kofax Virtual Rescan (VRS)

The BearingPoint Team recommends that the Dallas County Clerk's Office use the Kofax Virtual ReScan (VRS) software in all of its scanning operations to obtain the increased quality and scan clarity it offers. VRS will provide many benefits, including a 60% increase in the OCR recognition rates to enhance the Automated Indexing feature of the Anthem software.

VirtualReScan is an electronic checkpoint for scanned images. As images pass through the scanner, VRS performs a multi-point inspection of each document. It provides benefits such as:

- Reduced document preparation time
- Automatic image alignment and de-skew

- Image clarity, automatic brightness and contrast adjustment
- Automatic de-speckling and "noise" removal
- Automatic adjustment for color backgrounds that would normally scan as solid black

The more effective your scanning operation is at creating high-quality images, the more reliable the information you will get from your imaging system. All five of these components come together in Anthem to deliver the Dallas County Clerk's Office an integrated imaging solution for records management.

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**9.0 DATABASE SOFTWARE**

The BearingPoint Team has successfully utilized the capabilities of Oracle's 9i database for many other applications that have demanding information management requirements. Oracle's 9i database offers all of the features necessary to support the development, deployment, and maintenance of Dallas County Clerk's Office recording, imaging, and indexing system. Among the key features of Oracle's 9i database, this database solution:

- Provides proven capacity, performance, and scalability
- Delivers critical business information on-demand
- Offers high security standards for protection of sensitive data
- Enables integration with other databases and applications
- Analyzes data quickly for shortened business decision cycles
- Reduces the costs of managing information

The following is a representative list of Counties utilizing Hart Anthem and Oracle databases:

- Douglas County, Colorado
- Ft. Bend County, Texas
- Jefferson County, Texas
- Liberty County, Texas
- Pierce County, Texas
- Sarasota County, Florida
- Somerset County, New Jersey
- Williamson County, Texas

Additionally, we have performed a number of Oracle implementations for state and local government clients. Some of these include:

- The Los Angeles Police Department
- The City of Charlottesville, Virginia

- The University of Virginia
- The City of Atlanta—Hartsfield Atlanta International Airport
- West Virginia University
- New York City Health and Hospital Corporation

**Provides Proven Capacity,
Performance, and Scalability**

As the utilization of Dallas County Clerk's Office recording, indexing, and imaging system solution increases over time, the need for a highly scalable infrastructure is critical. Use of this solution via the Internet requires the highest possible scalability of applications so that a business does not outgrow its infrastructure. While the infrastructure must provide a scalable solution, the infrastructure must also maintain a high level of performance and capacity as the adoption rate for the system solution grows.

Oracle's 9i database not only supports the Clerk's office existing information management needs, but the database also provides for growth across platforms, operating systems, and across clustered systems. Oracle's competitive advantage in providing a highly scalable solution is found in its uniquely designed concurrency features. By providing a multi-version read model, members of an organization may submit information and compile reports concurrently without compromising data integrity.

**Delivers Critical Business
Information On-Demand**

The recording, indexing, and imaging system solution will require reliable access to information. Oracle's 9i database supports this requirement by providing an array of system management tools that prevent and detect disruptions. Among these tools, Oracle 9i databases also support disaster-planning solutions to protect against catastrophes.

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trophic events. The database technology protects against both natural disasters and more common threats to data loss (e.g. viruses, program malfunction, human error, etc) by delaying the application of changes sent to a standby database site.

Offers High Security Standards for Protection of Sensitive Data

The recording, indexing, and imaging system requires reliable security for the protection of sensitive data. Oracle's 9i database provides an integrated approach to data security. First and foremost, Oracle 9i utilizes a proxy authentication feature that supports multi-tiered environments. Oracle 9i also utilizes a standards-based public key infrastructure, the most commonly used authentication technology for Internet applications. This technology allows users to maintain their own certificates for data exchange to a server. Third, Oracle 9i has a virtual private database capability, which allows users of 9i to directly translate business rules into advanced security rules in the database (i.e. row level security). Finally, Oracle 9i provides a data encryption toolkit for encryption of sensitive data to maximize data security.

Enables Integration with Other Databases and Applications

Oracle 9i utilizes an integrated sharing technology (Streams), which enables the propagation of data among multiple databases and applications. This database solution meets the Clerk's Office technology standards by interfacing directly to Oracle's financial software modules for accurate, efficient, and reliable processing of transactional data.

Other common uses for Oracle 9i Streams are message queuing and replication. For message queuing, Oracle Streams offers all

of the benefits of a database including scalability, security, and reliability. It offers multiple ways for applications to place a message in a queue and multiple ways applications to retrieve the message from a queue. Oracle Streams also provides ways to distribute the messages to the appropriate queues.

For replication, remote sites may synchronize to a central system utilizing Oracle Streams. Oracle Streams uses a log-based change capture mechanism to efficiently identify and propagate data changes from a central database to one or more other systems.

Analyzes Data Efficiently for Timely Business Decisions

By efficiently consolidating and integrating data, Oracle's 9i database would enable the Clerk's office to leverage the value of their enterprise data to improve the process and timeline for key business decisions. The Oracle 9i database provides a complete set of data storage and management capabilities.

For data storage and management, Oracle's 9i database offers the ability to partition tables, improving the ability of the database administrators to maintain large sets of data. This solution provides the following benefits: smaller units of data management, data availability during outages or maintenance windows, and easier placement of data for improved system performance.

For business decision-making, Oracle's 9i database utilizes a data mining feature that allows organizations to develop meaningful patterns to data, which supports the use of reporting, querying, and online analytical processing (OLAP) tools.

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**Reduces the Cost of Effectively
Managing Information**

Oracle's 9i database offers an integrated, yet simple approach to information management for the Dallas County Clerk's office. This consideration is critical to finding a quickly deployed, easily maintained, and cost-effective information management solution.

Oracle's 9i solution offers a variety of features that reduce the level of maintenance required by database administrators. These features include: rollback segments, memory management, managed files, resource management, and an enterprise manager.

Conclusion

Oracle's 9i database offers all of the features necessary to support the development, deployment, and maintenance of Dallas County Clerk's Office recording, imaging, and indexing system. This database software solution complements the Clerk's Office existing technology standards and would provide the county with a cost-effective, reliable solution to information management.

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**10.0 OPTIONAL SOFTWARE****Anti-Virus Security Software**

The BearingPoint team recommends the use of Network Associates McAfee anti-virus security software with the implementation of the Dallas County recording, indexing, and imaging system.

McAfee's anti-virus products utilize a comprehensive, multi-tiered protection approach to safeguard network desktops and file servers against viruses, worms, and other malicious code. McAfee provides broad platform coverage for its solution and is easily implemented into most networked environments (e.g., Windows 9x, NT, 2000, XP; Linux, HP-UX, SCO, AIX and Solaris).

McAfee also offers several anti-virus management tools including e-Policy Orchestrator and AutoUpdate. e-Policy Orchestrator lets system administrators manage and enforce anti-virus policies transparently. AutoUpdate keeps your anti-virus products current by providing upgrades and updates to McAfee's anti-virus software.

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**11.0 SYSTEM SECURITY**

The BearingPoint Team takes security seriously. Business and government entities cannot afford to have their customers' data used in unauthorized activities. The BearingPoint Team proposes a security approach that takes into account physical security, application security, and network security.

The BearingPoint Team proposes a security approach that is multi-faceted. The BearingPoint Team responsible for Data Center operations will administrate server and server network security. The BearingPoint Team on-site support administrators will administrate application and local networking security. The on-site supervisors will review security procedures and reports on a periodic and as needed basis.

In the sections that follow we will describe the approach to server systems security, Anthem security, and network security.

Server Systems Security

The BearingPoint Team proposes to host the solution servers in the BearingPoint eGovernment Solution Center, a commercial data center located in Dallas and operated by SBC. The data center provides several physical security measures including but not limited to; locked cages for client's operational servers, equipment movement audit points and controls, on-site security staff, video surveillance, and environmental monitoring.

Anthem Security

Anthem's user interface is intuitive and secure. Each system user is assigned a unique User ID and password for access to the system, and is allowed to maintain and manage the password. All actions taken throughout the system, including access to the application and applications suite, are linked to the

User ID and the corresponding permissions. This enables security managers to review an audit trail for actions taken on the system.

Security Maintenance

Security setup and maintenance is handled within three categories: Group Administration, User Administration, and Device Administration. Group Administration requires the creation of groups containing basic-level functions and additional security options prior to creating users and devices. Each user and workstation subsequently created is assigned to one or more groups, thereby allowing access to functions within the application. This approach allows changes/updates made later to affect all assigned users and workstations, thus making security maintenance a very efficient process. A user is granted access only to those options for which the user and workstation have been given security rights.

Group Administration

The group security screen displays all groups along the left side of the screen and specific settings/options for a selected group along the right. Settings and options are displayed in tabular format for ease of use.

- The Group Details tab includes required fields for the unique group name, group description and group status (active or inactive). An additional field is available to enter an External Role ID for use with external applications that require additional security.
- The Functions tab lists each specific function that can be performed within the system. Access privileges and audit tracking can be set individually for each function as appropriate. Functions capable of being audited, or that require audit, are marked for reference.

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- The Content Types tab allows setting the content type to Public or Non-Public for viewing images. A user or device assigned to the group will be able to view only the content type selected.
- The List of Users in the Group tab lists each user assigned to the group.

Options are available to add a new security group, save additions/changes made to a group, refresh the screen at any time to show changes, sort the list of groups (along left side of screen), print the list or the active (selected) options tab, and disable a selected group.

Using the option to copy group information saves time when creating a new group. With this function, the user can copy information from the Functions tab and/or the Content Types tab of an existing group to a new group without the re-entering the information.

The BearingPoint implementation team will work with the County Clerk's staff at implementation to define the security groups and the members assigned to the defined groups.

User Administration

Each user profile is created and assigned to one or more security groups, allowing access to specific functions within the application. Each user profile also contains additional settings/options for access throughout the system. The user security screen displays all users along the left side of the screen, with specific settings/options for a selected user shown along the right. Settings and options are displayed in tabular format for ease of use.

Options are available to add a new user, save the additions/changes to a user, refresh the screen at any time to show changes, sort the list of users (along left side of screen), print the list of users or the active (selected) options tab, and disable a selected user. To save time when creating a new user, user information can be copied from the Groups tab, Locations tab, and/or the Work Queues tab of a previously created user.

An Activity Report can be generated for the selected user. The activity report can be generated by date range for all or a selected audited activity to which the user has been granted access.

Options also are available to retrieve a new Activity Report, Print Preview the report, access printer settings, navigate between report pages, and print the report.

Public login account transactions within a specified date range can be posted to the appropriate revenue accounts.

Device Administration

Each device profile is created and assigned to one or more security groups, allowing access to functions within the application. Each device profile also contains additional settings/options for access throughout the system.

Each workstation is considered a "device" that accesses the system and must be set up and granted security rights before use. The device security screen displays all devices along the left side of the screen, with specific settings/options for the selected device along the right. Settings and options are displayed in tabular format for ease of use.

Options are available to add a new device, save the additions/changes to a device, refresh the screen at any time to show

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changes, sort the list of devices (along left side of screen), print the list of devices or the active (selected) options tab, and disable a selected device. Device information can be copied to assist in creating a new device.

An option is available to clear a user who has logged on to a specific workstation in the event they do not log off properly, and a final option is available to access the Cash In/Out log and status for a selected device. This option allows cash-in and cash-out attempts to be tracked, and for a user to be cleared from a device when he or she failed to cash-out properly.

An Activity Report can be generated for a selected device. The activity report may be generated by date range for all or a selected audited activity to which the device has been granted access.

DataBase Security

The database server is located deep in the security architecture of the proposed environment. The BearingPoint Team security solution restricts access to this server by qualified system administrators and database administrators only. UserID and Password control all access to the database including application access. Data that is sensitive in nature and stored in the database can be assigned additional protection by encoding or encrypting the data elements.

Network Security and Virus Protection

Network security is provided by the multi-tier hardware architecture created by including firewalls on both sides of the Web server and between the application server and database server. The data and images at the core of this solution are protected by this architecture.

The hardware proposed for this solution supports both Norton and McAfee virus protection products.

Responsibility for System Security

Security administration functions relative to the Anthem system should reside under the control of one or more application administrators working in the user areas. Application administrators should be familiar with the day-to-day needs of Anthem users, the various areas of interaction with the system, and appropriate actions to take in securing county and public users and workstations for purposes of maintaining Anthem system functions and data.

The need to keep network resources and data secure should be the responsibility of the Information Systems Division. Policies to control file access, data integrity, user logon and passwords are established and controlled by IS. The Information Systems division should also protect the network from viruses and develop processes to ensure service packs and security patches are up to date.

Access to the server environment will be controlled by Virtual Private Network (VPN) access between the Clerk's office main facility and the Data Center. The counties satellite offices will connect to the servers via the network from the main office. The BearingPoint Team indexing services provided by DocuData will be through VPN access to the Data Center as well.

Physical Security

Strong physical premises security is provided at the SBC data center as a means to protect infrastructure resources. Security measures employed include:

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- 24x7 access monitoring
- Separation of physical access
- Swipe cards
- Cameras
- Background checks for all personnel who have unescorted facilities access

Disaster Recovery and Business Continuity Plan

With recent events, our nation is very much aware of the issue of homeland security. The BearingPoint Team experience in State and Local government gives us a view of this issue that many companies don't have. The BearingPoint Team is proposing a hosted solution for the Dallas County Clerk's Office. This value-added feature provides a bonus in the area of business continuity. If the Dallas County Clerk's Office were to become unusable for any reason, the work of the Clerk's office can continue through the use of the Internet features being proposed.

For example, let's assume that the Clerk's office is out of service. With the proposed solution that includes eRecording, the citizen traffic that normally goes into the Clerk's office can be routed to the eRecording feature hosted at the SBC data center in Dallas. The citizen's needs are served while the Clerk's office is being repaired.

Database Repository and Data Recovery

The production database will be stored on a fault tolerant storage solution. The database will be backed up to tape per the description below. The onsite and offsite copies will be used with backup processes to provide recovery if needed.

Regular Schedules for Backups

The following is our general guideline for backup scheduling of the database:

- Full backups occur weekly. A full backup is a backup of every file or object in a system.
- Differential backups occur daily. A differential backup is a backup of every file or object in a system that has changed since the last Full Backup.

Handling of Media

- *Onsite.* Only BearingPoint or its media-handling BearingPoint has access to backup media. All media is kept inside locked backup equipment, inside locked data center cages.
- *Transport.* Transport of tapes and other backup media to the offsite storage uses locked vault boxes that are accessible by only the BearingPoint or the media-handling BearingPoint.
- *Disposal.* Unusable tapes and other media are regularly marked for disposal. BearingPoint's media-handling contractor will physically destroy the tape by grinding it up, and will provide BearingPoint with verification of the disposal.

If disk space allows, database file backups will be written directly to disk to shorten the mean time to recovery. If accomplished in this manner, the regularly scheduled backup will copy the data files from disk to tape, assuring recoverability and providing a second restore source if recovery is required.

A Secure Hosting Environment

We will provide a scalable and robust hosting solution that can tolerate large transaction volumes and still deliver responses to users in a timeframe that meets

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the Dallas County Clerk's requirements. BearingPoint has experience operating in all major operating system platforms, including UNIX and .NET, as well as a variety of others. Our team has implemented hosting solutions using multiple operating systems within a single hosting environment. Our hosting solution for the County Clerk's Office is horizontally scalable regardless of the operating system platform or mix of platforms. As capacity and demand grow, we can add hardware and load balancing equipment to accommodate the demands placed on the network. We will always build out a solution that looks ahead to accommodate unexpected demands. Over time, as transaction volumes increase, additional equipment will be added to the County Clerk's hosting environment to meet your ever-changing needs.

Proactive Threat Management

Because your records management system will process and manage vast amounts of potentially sensitive data, we will utilize our Proactive Threat Management approach to security in any hosting services. Malicious attacks using the Internet are an unavoidable reality in today's information age. When doing business online, governments must effectively and proactively manage such threats in order to be successful. We understand this need, and we have developed aggressive system management priorities, which we maintain in order to provide the highest level of service to our clients. All of these features are built in to our hosting system architecture:

- *Multi-tiered architecture* that protects the most sensitive data beneath multiple system layers
 - *Monitoring* of all system access points to ensure that events related to malicious attacks can be detected and quickly addressed
 - *Escalation and intervention* to ensure that appropriate security professionals are notified immediately when issues are detected and can quickly intervene
- Our security team reviews new threats as they are identified. Critical security patches are evaluated as the software vendor releases them. Patches that are determined to be critical are applied in a controlled but rapid process. Non-critical patches are applied after a longer period of testing. All patches are tested in separate Staging environments prior to installation in the Production environment. Each application is regression tested with the installation of each patch to ensure continuous and reliable operation of the application. The frequency of patch distribution varies as new vulnerabilities occur. However, once released by the manufacturer, all patches are implemented in a scheduled and controlled manner.
- *Network isolation* that both quarantines system functions and limits the scope of access in the event that a system component is compromised

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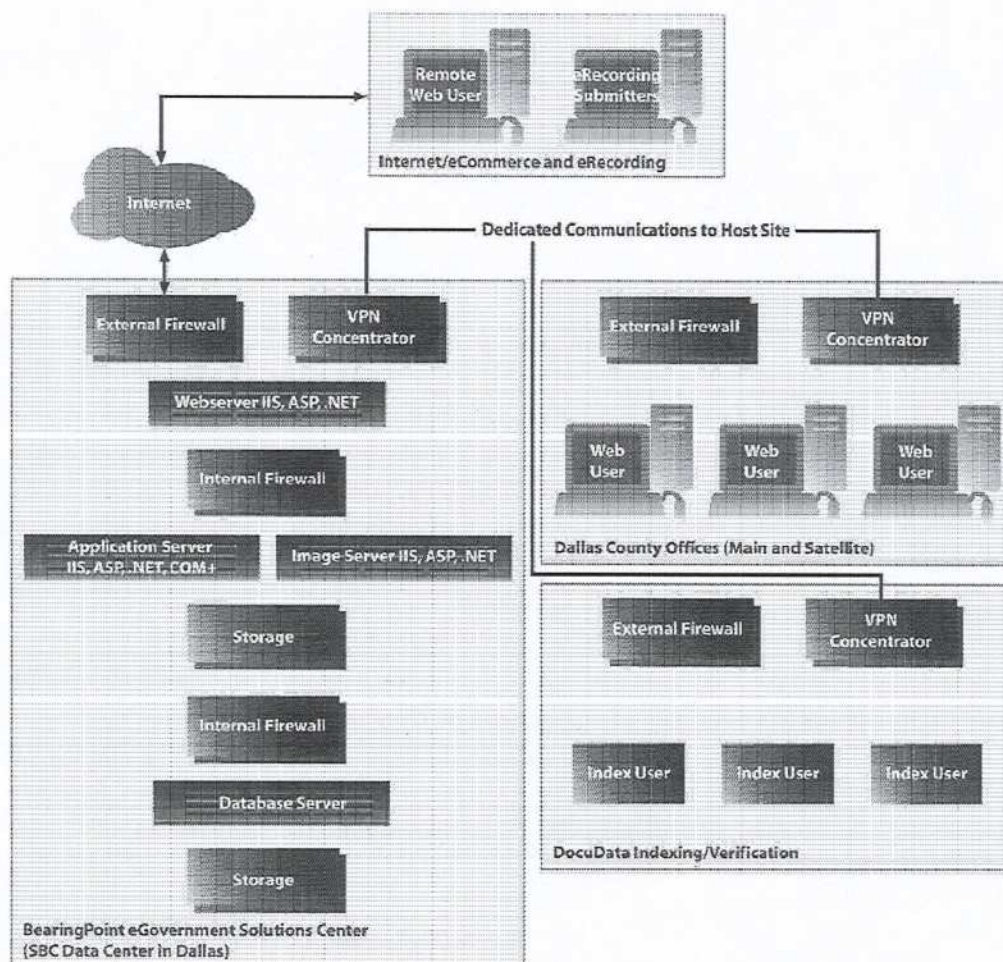
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**12.0 HARDWARE ENVIRONMENTS**

The BearingPoint Team is proposing a robust system capable of processing the workload needs outlined in the Dallas County Clerk's RFP. We propose to host the system servers in the BearingPoint National eGovernment Center operated by SBC in Dallas, Texas. This arrangement frees the County Clerk's IT staff from administrative

tasks. In addition, the commercial data center provides a hosting environment that reduces the risks of ISP failure or property tampering adversely affecting system performance.

The following diagram depicts the proposed system architecture:



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HARDWARE CONFIGURATION BY WORKSTATION

The following table provides a breakdown of the workstation hardware that is proposed for each workstation in the configuration.

Workstation	Location	# of Stations (PCs)	Slip Printers	Barcode Printers	Cash Drawers	Desktop Printers	Scanners
Marriage	Courthouse - Clerk's Office	3	3	0	3	1	1
Vitals	Courthouse - Clerk's Office	1	1	0	1	3	2
RP Front Counter	Courthouse - Clerk's Office	4	4	4	4		
Bookkeeper	Courthouse - Clerk's Office	1	1	1	0		
ASN	Courthouse - Clerk's Office	1	1	0	1		
RP Back Office	Courthouse - Clerk's Office	3	3	3	3		2
Public Cashiering	Courthouse - Clerk's Office	2	2	0	2		0
JP Precinct 2-1	Satellite	1	1	0	1	1	1
JP Precinct 2-2	Satellite	1	1	0	1	1	1
JP Precinct 3-2	Satellite	1	1	0	1	1	1
JP Precinct 3-3	Satellite	1	1	0	1	1	1
JP Precinct 3-3 North Dallas Gov Ctr	Satellite	1	1	0	1	1	1
JP Precinct 3-A	Satellite	1	1	0	1	1	1
JP Precinct 4-1	Satellite	1	1	0	1	1	1
JP Precinct 4-2	Satellite	1	1	0	1	1	1
JP Precinct 1-A	Satellite	1	1	0	1	1	0
JP Precinct 1-1	Satellite	1	1	0	1	1	1
JP Precinct 3-1	Satellite	1	1	0	1	1	1
JP Precinct 3-1	Satellite	1	1	0	1	1	1
Subtotal		27	27	8	26	16	16
Title Company (Office at the County)	Courthouse	4	0	0	0	1	0
Public View Stations	Courthouse - Clerk's Office	30	0	0	0		0
Courts	Courts	2					2
Indexers		12					
Admin		8					
Totals		83	27	8	26	17	18

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PROPOSED HARDWARE CONFIGURATION DETAILS

The following is a list of the proposed hardware for the Dallas County Clerk's Office recording, indexing, and imaging system.

Systems Rack	
Base Unit	PowerEdge 4210, Frame, Doors, Side Panel, Ground, 42U, PS (220-4494)
	Cable, Mouse/Keyboard/Video, 12 (310-0969) - Quantity 8
	UPS Interface Card, SNMP, 2 Port, for Dell PowerEdge Rack, Factory Install (310-0075) - Quantity 2
	Type 3 Contract - Next Business Day Parts and Labor On-Site Response, Initial Year (900-6220)
	Type 3 Contract - Next Business Day Parts and Labor On-Site Response, 2YR Extended (900-6222)
	On-Site Installation Declined (900-9997)
	Inside Delivery Service for Dell PowerEdge Rack System (460-0566)
	16Amp, Power Distribution Unit 120V, w/ IEC to IEC cords (310-1877) - Quantity 2
	Uninterruptable Power Supply, 3000VA, 120 Volts, 2U Rackmount G3 (310-4352) - Quantity 2
	8 Port Keyboard/Monitor Switchbox, Black, for Dell PowerEdge (310-0967)
	15FP, 1U Rack Console with Rapid Rails, 15" TFT LCD, 83 key mini-kybd, U.S. (310-4226)
	Equipment Shelf for Dell Rack, West, Factory Install (310-0578)
	42U Rack, Cost Red, Side Stabilizer (310-1791)

Tape Backup Unit	
Base Unit	PowerVault 132T, 4U, 2 drives, LTO-2, 200/400GB, Rem Mgmt Card, SCSI Controller, Rack (221-5003)
	Veritas Professional, Power Suite (420-2834)
	Rapid Rails for Dell Rack, PV132T, 4U (310-2782)
	Type 3 Contract - Next Business Day Parts and Labor On-Site Response, Initial Year (900-6170)
	Type 3 Contract - Next Business Day Parts and Labor On-Site Response, 4YR Extended (900-6174)
	DECLINED CRITICAL BUSINESS CRITICAL SERVER OR STORAGE SUPPORT PACKAGE-CALL YOUR DELL SALES REP IF UPGRADE NEEDED (960-1305)
	On-Site Installation Declined (900-9997)
	Tape Media for LTO-2, 200/400GB, 20 Pack (340-8696)

Application/eRecording Server	
Base Unit	PowerEdge 2650, 3.06GHz/1MB Cache/533MHz FSB Xeon (221-3298)
Processor	2nd Processor, Xeon, 3.06GHz, 1MB Cache, 533MHz FSB, PowerEdge 2650 (311-3098)
Memory	4GB DDR SDRAM 266MHz (4X1GB) PowerEdge (311-2736)
Keyboard	No Keyboard Option (310-3281)
Monitor	No Monitor Option (320-0058)
Hard Drive	73GB 15K RPM Ultra 320 SCSI Hard Drive, PowerEdge (340-8582)
Floppy Disk Drive	1.44MB, 3.5 in, Floppy Drive Dell PowerEdge Servers (340-3961)
Operating System	W2K3 Server Standard Edition 32-bit (420-2965)
Operating System	Dell OpenManage Kit, 32-Bit (310-1261)
Mouse	Mouse Option None (310-0024)
CD-ROM or DVD-ROM Drive	24X IDE Internal CD-ROM, Black, for Dell PowerEdge (313-0317)
Sound Card	Bezel Option for Dell PowerEdge 2650 (310-1487)
Speakers	5 Bay SCSI Hard Drive Backplane, 1X5, (1 in only) PowerEdge 2650 (340-3932)
Documentation Diskette	No Hard Copy Documentation (310-1989)
Additional Storage Products	73GB 15K RPM Ultra 320 SCSI Hard Drive, PowerEdge (340-8582)
Featur	MS, Motherboard SCSI, C1, for Dell PowerEdge 2650 (340-3947)
Featur	Rapid Rails for Dell Rack (310-1482)

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	Application/eRecording Server
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year (900-6350)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, 4YR Extended (900-6364)
Installation	On-Site Installation Declined (900-9997)
Misc.	Redundant Power Supply 125V, without Y-cord for PE 2650 (310-4719)
Misc.	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)
Misc.	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)

	Database Server
Base Unit	PE6600, 2.5GHz Xeon/1MB Cache (221-3332)
Processor	Quad Processors 2.5GHz/1MB Cache, Intel Xeon PowerEdge 66XX (311-3111)
Memory	6GB DDR SDRAM (12X512MB) (311-1547)
Keyboard	No Keyboard Option (310-3281)
Monitor	No Monitor Option (320-0058)
Hard Drive	2 X 73GB, 10K RPM, Ultra 320, SCSI Hard Drives with Cage, for PowerEdge Servers (340-8995)
Hard Drive Controller	PERC3, QC, 128MB, 2 Internal & 2 External Channels, With Documentation (340-2440)
Floppy Disk Drive	1.44MB, 3.5in, Floppy Drive, for Dell PowerEdge Servers (340-3612)
Operating System	W2K3 Server Enterprise Edition 32-bit (420-2966)
Operating System	Dell OpenManage Kit, 32-Bit (310-1261)
Mouse	Mouse Option None (310-0024)
CD-ROM or DVD-ROM Drive	24X IDE Internal CD-ROM, Black, for Dell PowerEdge (313-0317)
Speakers	PE6600 1X8 U320 SCSI Back Plane (311-3527)
Documentation Diskette	No Hard Copy Documentation (310-1989)
Additional Storage Products	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)
Controller Option	Controller Card, SCSI, 3 9160, Internal/External, U3, Low Voltage Differential (340-2191)
Feature	AR5/R1 Add-in RAID 5/RAID 1 inMedia Bay (340-3827)
Feature	Rapid Rails, P6600 (310-1436)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year (900-6810)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, 4YR Extended (900-6354)
Installation	On-Site Installation Declined (900-9997)
Misc.	AC Switch (dual cords) for Dual Power Sources (310-1446)
Misc.	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)
Misc.	Spare Fan, P66X0 (310-1449)
Misc.	PE6600 Redundant Power Supply (310-5019)
Misc.	4 X 146GB 10K RPM Ultra 320 SCSI Hard Drive (340-8276)

	QUANTITY: 1 Storage
Base Unit	Dell/EMC CX300 DAS Array, DualSP, 2GB Cache, Supporting 60 Hard Drives (221-4153)
	Fifteen 146GB 10K Fibre Channel-2 Hard drive for CX300 manufactured by Dell (341-0274)
	Navisphere Mgr Suite, Dell CX300 Workgroup (0-2 Hosts), Incl. Mgr/Agent/Acc Logix (410-0374)
	Dell VERSA Rails for CX300 and SPS installed into a Dell (310-4876)
	CX300 Regulatory Label for shipment into the U.S.A. (306-0077)
	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year (960-1500)
	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, 4YR Extended (960-1504)
	Premium Enterprise Support - Gold - Premium Services (960-7767)
	Premium Enterprise Support - Gold - Advanced Software Support (960-7818)
	Navisphere Manager Installation (960-6759)
	DTCCDT, Installation, EMC, Hardware, CX200, CX300 (960-7757)
	DAS (Direct Attach) Implementation, 1-2 HOSTS, EMC (960-8978)

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QUANTITY: 2 Storage Connection	
Base Unit	Qlogic 2340 2GB Optical HBA with Windows 2000 Drivers attached (221-1287)
	10M Multi-Mode FC Cable LC-LC (310-1620)
	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year (950-1740)
	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, 4YR Extended (950-1744)
	HBA Installation (950-6748)
	Navisphere Agent Installation (950-6758)
QUANTITY: 1 Storage Enclosure	
Base Unit	Dell EMC DAE2 Disk Array Enclosure (221-0894)
	10X146GB 10K Fibre Channel-2 2 Hard drive for CXXXX, DAE2- OS, and DAE2 enclosures (340-8063)
	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response Initial Year (950-5600)
	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response 4YR Extended (950-5604)
	Premium Enterprise Support - Gold - Premium Services (950-5919)
	DAE Installation (950-6738)

Misc. Hardware	Qty
Epson TMU950P Receipt Printer	27
Power Supply	27
Cable	27
Eltron TLP 2844 4" Label Printer	8
Cable	8
APG Series 100 Cash Drawer	26
Xerox 510 Synergix - Plat Scanner/Printer	1
Fujitsu F4120 50PF ADF 25PPM SCSI-USB DPLX	11
S/W VRS for Pro SCNRS with Cable	11
Fujitsu F5750C CLR SCN ADF57PPM ISIS SCIS	5
VRS 650 Bundle	5
SCSI 3 to SCSI 2 Cable	5
M4099D-VRS SCNR CCD 200-400 90PPM	2
ADREN SCSI Processing ACCEL >40PPM	2
SCSI 3 to SCSI 3 Interface cable	2
HP 4200 dtns Printers	17

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	Image Server
Base Unit	PowerEdge 2650, 2.4GHz/512K Cache/533MHz FSB Xeon (221-2653)
Processor	2nd Processor, Xeon, 2.4GHz, 512K Cache, 533MHz FSB, PowerEdge 2650 (311-2723)
Memory	1GB DDR SDRAM 266MHZ (2X512) PowerEdge (311-2732)
Keyboard	No Keyboard Option (310-3281)
Monitor	No Monitor Option (320-0058)
Hard Drive	73GB 15K RPM Ultra 320 SCSI Hard Drive, PowerEdge (340-8582)
Hard Drive Controller	PERC3, QC, 128MB, 1 Internal & 3 External Channels, With Documentation (340-2439)
Floppy Disk Drive	1.44MB, 3.5 in, Floppy Drive Dell PowerEdge Servers (340-3961)
Operating System	W2K3 Server Standard Edition 32-bit (420-2965)
Operating System	Dell OpenManage Kit, 32-Bit (310-1261)
Mouse	Mouse Option None (310-0024)
NIC	Dual On-Board NICS ONLY (430-8991)
CD-ROM or DVD-ROM Drive	24X IDE Internal CD-ROM, Black, for Dell PowerEdge (313-0317)
Sound Card	Bezel Option for Dell PowerEdge 2650 (310-1487)
Speakers	5 Bay SCSI Hard Drive Backplane, 1X5, (1 in only) PowerEdge 2650 (340-3932)
Documentation Diskette	No Hard Copy Documentation (310-1989)
Additional Storage Products	73GB 15K RPM Ultra 320 SCSI Hard Drive, PowerEdge (340-8582)
Controller Option	PERC3, QC, 128MB, 0 Internal & 4 External Channels, With Documentation (340-2441)
Feature	AR1, Add-in RAID 1, C6, for Dell PowerEdge 2650 (340-3950)
Feature	RapidRails for Dell Rack (310-1482)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year (900-6350)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, 4YR Extended (900-6364)
Installation	On-Site Installation Declined (900-9997)
Misc.	Redundant Power Supply 125V, without Y-cord for PE 2650 (310-4719)

	Automated Indexing Server
Base Unit	PowerEdge 6650 2.5GHz/1MB Cache Xeon, Redundant Power (221-3347)
Processor	Quad Processors 2.5GHz/1MB Cache, Intel Xeon PowerEdge 66XX (311-3119)
Memory	6GB DDR SDRAM (12X512MB) (311-1547)
Keyboard	No Keyboard Option (310-3281)
Monitor	No Monitor Option (320-0058)
Hard Drive	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)
Hard Drive Controller	PERC3, DC, 128MB, 2 Internal & 0 External Channels, With Documentation (340-2487)
Floppy Disk Drive	1.44MB, 3.5in, Floppy Drive, for Dell PowerEdge Servers (340-3612)
Operating System	W2K3 Server Enterprise Edition 32-bit (420-2966)
Operating System	Dell OpenManage Kit, 32-Bit (310-1261)
Mouse	Mouse Option None (310-0024)
CD-ROM or DVD-ROM Drive	24X IDE Internal CD-ROM, Black, for Dell PowerEdge (313-0317)
Documentation Diskette	No Hard Copy Documentation (310-1989)
Additional Storage Products	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)
Feature	AR1R1 Add-in RAID 1/RAID 1 (340-3863)
Feature	Rapid Rails, PE6650 (310-1453)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year (900-6810)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, 4YR Extended (900-6364)
Installation	On-Site Installation Declined (900-9997)
Misc.	Spare Fan, P66X0 (310-1449)
Misc.	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)
Misc.	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)

	Web Server
Base Unit	PowerEdge 2650, 3.06GHz/1MB Cache/533MHz FSB Xeon (221-3298)
Processor	2nd Processor, Xeon, 3.06GHz, 1MB Cache, 533MHz FSB, PowerEdge 2650 (311-3098)
Memory	4GB DDR SDRAM 266MHZ (4X1GB) PowerEdge (311-2736)
Keyboard	No Keyboard Option (310-3281)

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Monitor	No Monitor Option (320-0058)
Hard Drive	73GB 15K RPM Ultra 320 SCSI Hard Drive, PowerEdge (340-8582)
Floppy Disk Drive	1.44MB, 3.5 in, Floppy Drive Dell PowerEdge Servers (340-3961)
Operating System	W2K3 Server Standard Edition 32-bit (420-2965)
Operating System	Dell OpenManage Kit, 32-Bit (310-1261)
Mouse	Mouse Option None (310-0024)
NIC	Dual On-Board NICS ONLY (430-8991)
CD-ROM or DVD-ROM Drive	24X IDE Internal CD-ROM, Black, for Dell PowerEdge (313-0317)
Sound Card	Bezel Option for Dell PowerEdge 2650 (310-1487)
Speakers	5 Bay SCSI Hard Drive Backplane, 1X5, (1 in only) PowerEdge 2650 (340-3932)
Documentation Diskette	No Hard Copy Documentation (310-1989)
Additional Storage Products	73GB 15K RPM Ultra 320 SCSI Hard Drive, PowerEdge (340-8582)
Feature	MS, Motherboard SCSI, C1, for Dell PowerEdge 2650 (340-3947)
Feature	RapidRails for Dell Rack (310-1482)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, Initial Year (900-6350)
Service	Type 2 Contract - Same Day 4-Hour 7x24 Parts and Labor On-Site Response, 4YR Extended (900-6364)
Installation	On-Site Installation Declined (900-9997)
Misc.	Redundant Power Supply 125V, without Y-cord for PE 2650 (310-4719)
Misc.	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)
Misc.	146GB 10K RPM Ultra 320 SCSI Hard Drive (340-7968)

	Workstations
Base Unit	OptiPlex GX270, 2.80GHz, Pentium4, 512K Cache, Gigabit NIC, Small Minitower, 800 Front Side Bus (221-2806)
Memory	512MB, Non-ECC, 400MHz DDR, 2x256, GX270/XS270 (311-2873)
Keyboard	Dell PS/2 Keyboard in Gray, No Hot Keys, OptiPlex (310-1515)
Monitor	Dell M782, 16.0 Inch Viewable Image Size, Flat CRT, OptiPlex, Gray (320-0178)
Video Card	Integrated Video - Intel DVMT, GX260/GX270 (320-0428)
Hard Drive	40GB EIDE, 7200 RPM, ATA/100 Hard Drive, GX260 (340-8889)
Floppy Disk Drive	3.5 inch, 1.44MB, Floppy Drive GX270 (340-8733)
Operating System	Windows XP Professional Service Pack1, FAT32, with Media Dell OptiPlex, English, Factory Install (420-2174)
Mouse	Dell PS/2 2-button mouse, OptiPlex, Gray (310-1301)
NIC	Integrated Intel Gigabit NIC, 10/100/1000, with Alert Standards Format, GX260/GX270 (430-0353)
CD-ROM or DVD-ROM Drive	48X/32X/48X CD-Rewritable Drive, GX60/GX270 Small Desktop or Minitower (313-1938)
Sound Card	Integrated Sound Blaster Compatible AC97 Sound, OptiPlex (313-8170)
Speakers	Internal Chassis Speaker Option, OptiPlex GX240/270 (313-1495)
Documentation Diskette	OptiPlex Resource CD (313-7168)
Factory Installed Software	Energy Star Labeling for OptiPlex (if applicable) (310-4721)
Service	Type 3 Contract - Next Business Day Parts and Labor On-Site Response, Initial Year (900-6630)
Service:	Type 3 Contract - Next Business Day Parts and Labor On-Site Response, 4 Year Ext (900-6204)
Installation	Standard On-Site Installation Declined (900-9987)
Misc.	Mouse Pad (310-3559)
Misc.	Hyper-Threading set to ON, can be disabled/enabled in BIOS, WinXP and 800FSB only, OptiPlex (462-0969)

The BearingPoint Team is proposing hardware and technology selected to utilize full system capacity while maintaining reliability and performance. The Anthem platform, in conjunction with the proposed hardware configuration, will provide a robust system of automatic processes to promote work-

flow, accuracy, and speed. System automation supported by Anthem includes numerous configurable tables, drop-down menus, and lists. Data captured at recording is carried forward, minimizing redundant data entry, and field validation rules that activate pop-up messages minimize errors.

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Bar codes are used to enable high speed scanning and to eliminate manual document sorting. Anthem also speeds indexing through the use of "sight" and "re-key" verification of indexed data, as well as split-screen indexing displays. Public access displays are identical at County offices and on the Internet, minimizing the need for individual customer assistance by County staff. cRecording and Automated Indexing can also provide dramatic gains in productivity and efficiency through automation of records submission and indexing.

Expandability of Equipment

The Anthem platform is specifically designed to be scalable without degrading performance. The proposed configuration will provide the capacity currently required and can be expanded for additional user access and performance to meet future needs. All servers are equipped with expansion slots for additional RAM and storage upgrades. Workstations can be added as required; the total capacity is of the proposed system takes into account the estimated needs of the Counties for the next three years. If extra capacity is needed we require only additional workstation/network hardware and licenses. Anthem also supports multiple recording locations with no limit to the maximum number.

Capability of Functioning in Open Systems Environment

The specified hardware is fully capable of supporting an Open Systems environment. Anthem does not require proprietary or otherwise unique or unusual hardware configurations, and can be accommodated by hardware vendors and configurations other than those described in this proposal.

Capability of Functioning in On-line, Real-time Environment

The hardware specified for implementation at Dallas County will support efficient, real-time processing of records online. Cashiering, scanning, indexing, printing, archiving and many other functions can all be executed quickly in accordance with established and proposed workflow.

Unit pricing

Unit Pricing for the hardware described here is located in Attachment D.

Distributed Processing

The BearingPoint Team proposes multi-tier hardware architecture for Dallas County. The Web server, which resides inside a DMZ, will run Windows 2003 server and above, with IIS. This server will run an ASP.NET Web application that provides external Internet users access to index and image data. This application communicates with SOAP XML Web services hosted on the Application Server for data access.

The application server hosts a collection of XML Web services and Windows security. These Web services provide access to data, index, and images, underlying security infrastructure, and recording of documents submitted electronically. The application server also runs an ASP.NET Web application that provides a standardized, browser-based interface to all public users. Through use of this application, screens, and controls displayed on public workstations at local county offices are identical to those made available on the Internet. Both servers require Windows 2003 server.

The Database Server will run the Solaris operating system and will host the Oracle 9i standard edition, ODBC compliant, relational database system.

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Images will be stored in the Imagen image repository located on the image server. This server will run Windows 2003 server. In addition, there will be a storage vault for the physical storage of the images.

Site requirements

The following are specifications for the BearingPoint eGovernment Solution Center (SBC Data Center in Dallas):

- Environmental
 - Site should be dust free and temperature controlled with backup cooling systems to safeguard against primary air conditioning failure. Fire suppression systems are recommended.
- Electrical
 - Two dedicated 30-amp circuits with L5-30 locking connectors are required.
- Emergency Power
 - Components within the rack will continue to provide power in the event of an emergency for a period sufficient to safely power down the equipment.
- Communications channels and types of protocols
 - A 100mb Switched Ethernet from server to desktop, using TCP/IP, is required.

The following are specifications for the Mailroom located at the County Clerk's Office:

- Environmental
 - Room Operating Temperature Range: 50° to 86° F
 - Humidity Range: 15% to 90% relative humidity
 - Ventilation: Room Air Turnover 3 times/hour

- Ambient Illumination: Direct sunlight should be avoided
- Electrical
 - All 8 Series (R400) chassis are 200/208/220/230/240 VAC and require a NEMA 6-50 dedicated single-phase line rated at 50 amps for the U.S and Canada, and 63 amps for the U.K.
 - Main circuit breaker should have surge protection for 25 times rated current and a minimum 10-second trip delay.
- Heat Dissipation
 - Running Mode Approximately 9000 BTU's
- Speed
 - 80 to 133 cycles per minute. Depending on application and material

SITE PLANNING GUIDE

Customer facility managers, system administrators, and project managers discuss site planning, preparation, and system installation before delivery of the systems. A common understanding of how the systems will be delivered, configured, installed, and maintained will help to create a suitable facility and successful installation of the servers and related equipment.

Use the following general steps as a guide to plan your installation.

1. Determine which systems you plan to install and how you want to configure them.
2. Select the cabinets and racks that you will use.
3. Determine the location and physical space requirements of the systems, cabinets, and racks.
4. Determine the amount of power required by the systems and any other equipment

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installed in each cabinet or rack.

5. Determine the amount of cooling required by the systems and any other equipment installed in each cabinet or rack.

6. Ensure that the data center can support the electrical and environmental requirements of the systems.

7. Obtain the power and networking cables required by the systems, cabinets, and racks.

8. Obtain all the required hardware not provided with the systems or racks.

9. Verify that the route from the unloading dock to the computer room is sufficient to allow moving systems, racks, and related equipment.

Site Planning Checklist		
Requirement	Completed	Task
Configuration	Yes__No__	Have you determined the hardware configuration for each system?
	Yes__No__	Have you determined the type and number of cabinets and racks you need?
	Yes__No__	Have you determined how you will populate each rack?
	Yes__No__	Have you determined which external peripherals, such as terminals, monitors, keyboards, SCSI devices, and so forth, the systems require?
Environmental	Yes__No__	Does the data center environment meet the system specifications for temperature and humidity?
	Yes__No__	Have you determined the thermal load, heat dissipation, and air conditioning requirements of all equipment in the data center?
	Yes__No__	Can you maintain the data center environment when certain failures occur, such as power failure, air conditioning unit failure, or humidity control unit failure?
	Yes__No__	Is fire suppression and alarm equipment installed?
Power	Yes__No__	Have you determined the maximum power requirements of the systems?
	Yes__No__	Have you considered using an alternate source of power for grid independence and backup power for the local sub-station?
	Yes__No__	Do you have sufficient power receptacles for each system and its peripherals?

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Site Planning Checklist		
Requirement	Completed	Task
	Yes__No__	Are the power receptacles within reach of the racks?
	Yes__No__	Have you installed and labeled the circuit breakers?
Physical	Yes__No__	Does the facility's loading dock meet standard common carrier truck requirements? If not, have you made other arrangements for unloading the racks and systems, such as providing a fork lift?
	Yes__No__	Are pallet jacks or carts available to move the systems and racks from the loading dock to the computer room?
	Yes__No__	Will the equipment fit through the access route and into the computer room?
	Yes__No__	Have you calculated the weight of each rack with all the equipment installed within it?
	Yes__No__	Is the data center floor able to support the weight of the systems and racks?
	Yes__No__	Have you established where you will locate each rack on the data center floor?
	Yes__No__	Are the systems and racks positioned so that the heated exhaust air of one system does not enter the air inlet of another system?
	Yes__No__	Is there sufficient room around the racks for system access and maintenance?
Miscellaneous	Yes__No__	Are there a sufficient number of people available to unload, unpack, and install the systems into the racks?
	Yes__No__	Have system administrators and service technicians enrolled in appropriate training courses to upgrade their skills, as necessary?
	Yes__No__	Have you acquired all the hardware needed to set up the systems and racks?
	Yes__No__	Do you have the documents required to install the systems into the racks?

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When determining the location of the data center, consider the following issues:

- *Contaminants.* Isolate the data center from activities that could contaminate the environment. Ensure that the air intake for the data center is clean. Maintain airborne dusts, gasses, and vapors within defined limits for data center environments to minimize their impact on the systems.
- *Access.* Ensure that there is adequate access to the data center from the loading dock, freight elevator, or other equipment entrances.
- *Security.* Provide secure points of entry to the data center so that only the proper personnel have access to the equipment.
- *Raised flooring.* Design the raised flooring if required to consolidate cabinets and racks and to maximize access to support equipment and cables.
- *Room temperature and humidity.* Ensure that the data center has the required air conditioning equipment to adequately cool the systems. The data center should provide a stable ambient temperature and relative humidity that fall within the system operating specifications and that provide operator comfort.
- *Airflow.* Consider the intake and exhaust airflow of the systems in the data center. Ensure that the airflow in the room does not compromise the cooling of equipment in the room.
- *Aisle space.* Provide adequate room at the front and back of the cabinets and racks to allow unobstructed servicing of the systems and clear passage for personnel.

- *Expansion room.* Design the data center in a way that can accommodate future equipment expansion. Include resources that can provide additional power, environmental support, and floor usage.

When designing the data center, create a floor plan illustration that shows the location of all computing and environmental support equipment, including:

- Placement of equipment
- Rack orientation
- Placement of air conditioning units
- Placement of perforated floor tiles
- Service areas
- Data center access doors

Should installation services be required, we can provide technicians and engineers to develop a stable data center site and equipment installations that provide the foundation for system reliability, availability, and serviceability. Installation services are delivered in these phases:

- *Site audit.* (Via telephone) reviews the data center environmental and installation requirements.
- *Installation planning.* (Via telephone) and the customer plan and document the installation schedule, resources, delivery dates, installation dates, and system setup requirements.
- *System installation specification.* maps out the systems' installation requirements, confirms the customer's installation acceptance criteria, and verifies that preinstallation tasks are complete.
- *Installation and configuration of Qnet hardware and software.* Performs the following installation tasks:

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- Reviews the packing list
 - Installs all internal and external components
 - Sets SCSI devices for all drives
 - Powers up and tests all hardware components
 - Partitions the operating system disk(s) on defined defaults
 - Installs and configures the operating environment
 - Installs all applicable software patches
 - Configures system hostname, IP address as applicable
 - Adds heterogeneous file systems support
- *Installation verification.* Performs level-0 backup of system disk(s).
- *System turnover.* The customer reviews the installation and associated documentation, and signs off that the installation is acceptable.

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**13.0 FUNCTIONAL REQUIREMENTS****General Requirements****1. User Interface**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
1.1.	All recording system functions must be in compliance with current Texas statutes as interpreted by the Dallas County Clerk's Office.	C	Y	Anthem supports all federal laws and statutory requirements of the State of Texas.
1.2.	All screens used in the system must be designed with the following concepts: efficient navigation, informative help messages, field editing, data entry automation, and ergonomic design	I	Y	<p>Anthem utilizes the Microsoft Windows graphical user interface to provide an intuitive, ergonomic environment for managing tasks and workflow. Applications make extensive use of operator aids and shortcuts, including hot keys, function keys, drop-down lists and pop-up windows. Multiple means of navigating through documents, lists and screens promote user efficiency and convenience.</p> <p>Drop-down pick lists are available to automate data entry in many fields, and invalid field entries produce on-screen warnings. Users can apply batch entry</p>

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				processing to similar documents, eliminating the need to re-enter information into consecutive documents. Applications also carry information forward through subsequent phases of records management where applicable, eliminating redundant entries. Online, context-sensitive Help includes examples and reference information, and can be accessed at any time using the F1 function key.
1.3.	All entry fields, where appropriate, must offer default values when a screen is first displayed for entry, or when the user passes the field without entering any value.	I	Y	Default values can be assigned to any appropriate field in Anthem. Administrators can easily change the default field values by means of configurable code tables.
1.4.	All entry fields that receive date and time values must perform edits and must only accept valid entry.	C	Y	Date and time values are automatically assigned to fields as appropriate. Where manual entry/editing is permitted, values are checked by the system. To ensure accuracy, all system date/time values are derived from the server, rather than from individual workstations.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
1.5.	All user screens must provide help screen and help field windows that offer efficient, informative, and instructional information.	I	Y	Anthem Help is designed to be topical to the currently active screen or menu, rather than being solely context-sensitive. Help functionality focuses on problem solving in preference to simple textual definitions of screen elements, and is therefore more "business-centric" and scenario-oriented. Online, context-sensitive Help includes examples and reference information, and can be accessed at any time within the various Anthem screens and applications using the F1 function key.
1.6.	All entry fields that have validation from a code table must produce, upon user request, a pick list of code table values, where the user can select the proper value for the field.	I	Y	Anthem makes extensive use of code table validation and pick lists to speed data entry.
1.7.	All fields, where appropriate, must provide intelligent edits. Example: The number of pages for a recorded document must always be greater than zero (0).	I	Y	Fields in Anthem, particularly those containing dates and quantities, are checked for valid entries wherever appropriate. Regarding the example, a document cannot be assigned a page count of less than one.
1.8.	Application software screens must produce messages informing the users of required fields that must receive a value before a screen can be accepted.	C	Y	Required fields must contain valid entries in order for screens to be accepted. Any attempt to move through the

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				workflow without entering all necessary data produces a message alerting the user to the required field(s). The user can go to the required field immediately by clicking "OK" on the alert.
1.9.	All screens must display progress update messages when the system is executing a process which results in the user screen being disabled.	I	P	Anthem uses the standard Windows hourglass to indicate progress while executing. Note that most processes in Anthem, including those related to searching, indexing and verification, are executed almost immediately and do not present a significant period of inactivity to the user.
1.10.	The system incorporates workflow tracking capabilities to enable the clerks and management to determine where each document is within the overall process (e.g., cashiered, scanned, indexed, mailed, etc.)	C	Y	Anthem makes available numerous tools for tracking and reviewing document status. Anthem's online Work Status monitors the progress of documents through recording, scanning and quality control, indexing and verification, providing up-to-the-minute information to managers and assisting in workflow planning.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				<p>Supervisors can drill down to determine where any bottlenecks might be and can reassign work from one user to another when necessary.</p> <p>Users and administrators can also search and retrieve document records singly or in groups using various criteria. This allows immediate on-screen review of current document status plus all actions taken on a document.</p> <p>Additional tools for monitoring document status are available in the form of indexing and verification tracking and Anthem's in-depth audit trail.</p>
1.11.	The system tracks the user id for each activity performed to provide an audit trail and improve accountability.	C	Y	Anthem maintains a complete audit trail of records that tracks all users and changes. Audit data is constantly updated to indicate the latest user and action, and is not deleted or overwritten while the document is in the system.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
1.12.	Annual maintenance agreements include system modifications necessary as a result of statute changes as interpreted by the Dallas County Clerk. These modifications will be completed prior to the required implementation date within the statute. After implementation, any functionality identified as contrary to statute shall be made compliant within 30 days.	C	Y	The BearingPoint Team will ensure that the Anthem system meets any new statutory requirements prior to transitioning into production mode. Any future non-compliance due to changes in the law will be resolved in accordance with maintenance and support agreements between the BearingPoint Team and the County Clerk.

2. Decision Support Capabilities

Item	Requirement	Weight	Response Code	Comment
2.1.	The system must provide appropriate statistical and summary information to be used for decisions by management personnel. Areas of decision support include workflow efficiency, individual production statistics, monetary transactions, database statistics related to application transactions, and system resource usage.	C	Y	<p>An Activity Report can be generated by date range for any selected user. Specific activities can be selected for reporting, such as document reception, scanning, indexing, etc.</p> <p>The Activity Report can be used to gather statistics related to Anthem activities. Summaries for numerous actions can be provided in the report, including number of documents recorded,</p>

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Item	Requirement	Weight	Response Code	Comment
				<p>number of documents indexed or verified, and log on/log off times.</p> <p>An additional error percentage report is available by user for blind verification vs. indexing efficiency, and transaction summary reports are available for monetary reporting purposes.</p> <p>Operating system tools provide database statistical reports and system resource usage reports.</p>
2.2.	System resource usage (CPU, disk, and memory) statistics must be provided by the operating systems or by third party software utilities.	1	Y	Microsoft Windows 2003 Server provides this information through Performance Monitor and Task Manager.
2.3.	Database statistics (data record totals, table capacities, etc.) must be provided by the database management software or by third party software utilities.	1	Y	Oracle includes built-in applications within the Oracle Enterprise Manager, such as Performance Manager, that can be configured to gather current statistical information derived from real-time monitoring of the system. This process can be initiated manually or scheduled for automatic operation with on-demand playback. Statistics

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Item	Requirement	Weight	Response Code	Comment
				can be presented in various formats, including tables, strip charts, bar charts and pie charts. Performance Manager's advanced feature set allows users to monitor multiple targets concurrently, view multiple charts in a single window, set each chart's data refresh rate, drill down to related charts and diagnostic advice, and print or publish an HTML report.
2.4.	All software structures designed or provided by the vendor must contain data and utilities that afford supervisory personnel decision support capabilities.	I	Y	The Anthem system supports administrative and supervisory personnel decisions by means of programmable code tables, flexible multi-level security, activity and other user reports, and the Windows operating system.

3. System Documentation

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
3.1.	Technical and operations manuals (on-line and hard copy) will be provided.	C	Y	The BearingPoint Team provides comprehensive online and hard copy documentation with the Anthem system. In addition to all items noted below (3.2

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				– 3.6), we include end user, system administration, and technical reference documentation. We also include Business Process Analysis (BPA) documents, an agreed-upon and detailed project plan, training documentation, support and service level agreements, and online Help configured to complement the specific system configuration at the Dallas County Clerk's office.
3.2.	Documentation will include a data element dictionary.	I	Y	The BearingPoint Team will provide a thorough technical manual that specifies each column, data type, field length, and null/not null flag for each table used by Anthem in the database.
3.3.	Documentation must include record and file specifications.	I	Y	The database technical manual contains these items.
3.4.	Documentation must include explanations of functions and elements.	I	Y	
3.5.	Documentation must include diagrams for data flow and program flow.	I	Y	The BearingPoint Team will provide a graphical database schema diagram showing primary and foreign keys.
3.6.	Documentation must include system backup and recovery procedures.	C	Y	

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**4. On-Line Help Screens**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
4.1.	The system must provide on-line help for all screens and menus, including topic searches.	I	Y	Anthem Help is topical and context driven.
4.2.	On-line help must assist in general navigation of the screens.	I	Y	Online Help provides user-level instruction for functions and navigation within Anthem.
4.3.	The help function must be context sensitive and index driven for all screens and menus.	I	Y	Help is context sensitive, index driven and topical to the active screen or menu. Entering Help from within an application will automatically direct the user to the appropriate section of the Help utility.
4.4.	The system must provide the capability for user-written, index driven help that may be added to the core product.	I	Y	
4.5.	On-line help text will be provided.	I	Y	

5. Application User Documentation

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
5.1.	User manuals (on-line and hard copy) must be provided for each application.	C	Y	
5.2.	The system must provide for user-defined on-line documentation.	N	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
5.3.	The vendor will provide printed user manuals that are easy to use, easy to read, non-technical, and include screen illustrations, data entry requirements, and use of function/command keys. In addition, the vendor will provide desk reference guides or job aids for each workstation including County Clerk's staff and public research areas.	I	Y	User guides include illustrations and easy-to-use instructions for both internal and public users. Quick key reference sheets are provided for each workstation.

6. Testing/Training Environment

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
6.1.	During system development, the vendor will set up a complete testing environment in a functional room provided by the Clerk. The testing room will include at least one front counter/cashier workstation, one scanning workstation, one indexing/verifying workstations and one workstation dedicated to Public Inquiry, and all appropriate user hardware and software required to produce a full system test.	C	Y	
6.2.	The hardware and software workstations in the testing room must include at least one representation of any unique system area or function including importing indexed data from the outsourced operation.	C	Y	Testing is conducted in a fully functional environment. All system functions, including unique functions such as importing indexed data, will be tested and included in training.
6.3.	Users must be able to fully process Recorded Documents. The processing must include all functional areas, including front counter, cashier, scanning, indexing, verifying, microfilm production and public inquiry and all printed reports and forms.	C	Y	
6.4.	All workstations in the testing room must be accompanied by Uninterruptible Power Supply (UPS) units.	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
6.5	After system implementation, this training database will be maintained so new users can be trained.	C	Y	

APPLICATION REQUIREMENTS**7. General**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
7.1.	The user must have the ability to execute the Recording/Indexing application software from a menu system.	I	Y	
7.2.	All date fields on the Recording/Indexing application screens must be century compliant, accepting four digit year values.	C	Y	
7.3.	All Official Records documents will be imaged and linked to the Official Records index.	C	Y	
7.4.	A Document Type code table must exist that includes all document types recorded. A system supervisor must have the ability to add codes to this table. The Document Type code table must also contain flags that instruct the Recording screen to require entry to certain fields.	C	Y	
7.5.	In order to avoid redundant data entry, data entered by cashiers will carry forward and be available for the indexing process. (i.e., Recording Fees, Grantor, Grantee, addresses, etc.)	C	Y	Data entered during recording will carry through to all corresponding areas.
7.6.	All numbers assigned by the system will be unique (i.e., no duplication of instrument number, receipt numbers, registrar file numbers, etc.).	C	Y	Sequential numbers assigned by the system cannot be duplicated, deleted, or reused.
7.7.	Documents must be linked by direct reference to a Grantor/Grantee Name, Instrument Number, Recorded Date, and for historic records, Volume and Page.	C	Y	
7.8.	The software must have a security flag to allow certain users to update data on the Official Records Index.	C	Y	User access to permanent records for purposes of

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				corrections and updates is controlled by security settings.
7.9.	The software must have a security flag to allow certain users to update the Official Records Index for prior years.	C	Y	The ability to correct a permanent record is controlled by security settings.
7.10.	The document record must store an optional return mailing address for documents that must be returned by mail.	C	Y	Anthem will store an optional return mail name/address.
7.11.	The document record will contain a flag field that denotes method of returning a document, i.e., instant return, electronic, mail, etc.	I	M - \$0	
7.12.	The system will produce mailing labels for documents that must be mailed back to the customer.	C	Y	
7.13.	All Receipt records must be linked to the document records for which they were generated.	C	Y	
7.14.	All document records must be linked to the Receipt records generated for them.	C	Y	
7.15.	Users must have the ability to print a report on a daily basis that lists the number of new records added to the database.	I	Y	The OPR Index Report can list all new records for the current day and can be viewed on-screen or printed.
7.16.	Users must have the ability to print a daily balancing report.	C	Y	Multiple balancing reports are available for use by the County Clerk.
7.17.	Users must have the ability to print a report that lists an alphabetical index by document number and name.	C	Y	Index reports are available sorted by numerous fields, including instrument number, grantor name and grantee name.
7.18.	When printing reports, users must be able to select the type of output, the printer, number of copies, and have the option to cancel the print request.	I	Y	Anthem uses the full range of standard Windows printer settings and options.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
7.19.	Ability to keep data entry audit trails throughout system.	C	Y	
7.20.	Ability to secure irrelevant fields from user.	C	Y	
7.21.	Ability to secure critical data elements such as social security numbers or credit card numbers at field level.	C	Y	All sensitive data, including social security numbers, can be secured to prevent unauthorized viewing and access. Credit card numbers are collected outside the Anthem application.
7.22.	Ability to set security in the system using roles or responsibilities that user(s) can easily maintain.	C	Y	Anthem security can use numerous criteria, including roles and responsibilities, to grant access. System security features can be easily maintained by local administrators.
7.23.	Ability to prompt user to change the password.	I	P	Users can change passwords at any time, although there is no prompt to do so.
7.24.	Ability to provide multiple levels of password security with identification of the specific operator executing a transaction and lockout to prevent unauthorized fees, deletions, and searches.	C	Y	Anthem provides flexible, multi-level security that can restrict access of individual users and permit or deny specific actions based on username and password.
7.25.	Provide ability to view online the System Security "layout" or map in order to perform periodic audits to determine if security set up is still in line with user-defined guidelines and principles.	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
7.26.	System provides externally definable security to restrict access as follows: a. by remote users b. by Internet c. by Dial-in d. by workstation e. by User ID f. by location (one location cannot access another's information) g. by critical data element (read only versus update) h. by screen level or forms	C	Y	Access by remote users, including Internet and dial-in, is controlled by network security functions. Access on the basis of workstation, user ID, location, data element, screen level and forms is secured by Anthem.
7.27.	Access to query and report writing features can be restricted to information belonging to specific locations.	C	Y	
7.28.	Each user ID's access can be restricted a. to Read Only b. to Maintenance of Adding c. to Maintenance of Changing data d. to Maintenance of Deactivating data e. to Maintenance of Reactivating data f. to Maintenance of Deleting data	C	Y	
7.29.	Security modules provide automatic password deactivation and/or deletion (based on elapsed time or inactivity) or other rules.	I	M - \$0	Anthem will include full password management functionality: 1. A Dallas County Clerk's administrator can manually deactivate a password, forcing the user to change it during the following log on. 2. Automatic password deactivation can be scheduled, based on a programmable number of days following the user's

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				most recent password change. 3. Automatic account deactivation can be scheduled, based on a programmable number of days of inactivity.
7.30.	The application security provides the ability to manage password policies based on aging minimum number of characters, reuse of passwords and complexity (mix of letters, numbers and special characters),	I	M - \$0	Password management will be implemented as a user profile, allowing an administrator to define specific rules for passwords. The rules can include minimum number of characters, number of letters, number of digits, number of days until password expiration, etc. Note that Anthem will support mixed case passwords but not special characters.
7.31.	Users are unable to alter instrument numbers generated by the system.	C	Y	System instrument numbers cannot be altered, deleted or reused.
7.32.	Automatic reporting of more than three (3)-attempted accesses with incorrect password or from unauthorized terminal within user-specified timeframe.	I	P	Anthem provides a report of unsuccessful logon activity. A supervisor can generate this report at any time.
7.33.	Automatic User ID lockout for user-specified time period after three (3)-attempted accesses with incorrect password within an hour.	I	M - \$0	Automatic user ID lockout will be implemented as a user profile. An administrator will be able to define a profile and assign the profile to

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				users as required.
7.34.	Security Administrator can determine online the last time that a particular User ID accessed the system.	I	Y	This information is readily available through user audit reports.
7.35.	Security Administrator can determine online which terminals a particular User ID used to access the system during a user-specified timeframe.	I	Y	This information is readily available through user audit reports.
7.36.	Can the Security Administrator determine online which users are currently logged on and at which terminals? Is the product a "stateless" application?	I	Y	The workstation administration module provides this functionality.
7.37.	User and terminal specific access logs should be maintained online for at least twelve months (12).	I	Y	User audit reports are retained for the life of the system

8. Document Workflow

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
8.1.	The Recording/Indexing software must contain a Document Workflow queue which lists all documents that have not completed the full workflow cycle.	C	Y	Anthem Work Status maintains the document status of each work queue. A chart is provided for quickly reviewing the percentage of documents that have not completed the full workflow cycle.
8.2.	The document data records must contain the following date and time information: Recorded, Scanned, Indexed, Verified, Mailed, and Cycle Completed.	C	Y	Date and time are maintained for each area of workflow, including cycle completed (document in permanent index).

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8.3.	The Document Workflow select list must present documents with the following Status Codes (or similar): REC - Recorded, IDX - Indexed, VER - Verified, S - Scanned, V - Image Verified, and MLD - Mailed,	C	P	Status codes are provided for recorded, indexed, verified, scanned and image verified. Documents are marked with a mail date rather than a "mailed" status.
8.4.	Document Status levels must be achieved automatically by the completion of a particular process, or by the user updating a flag field when a manual procedure is completed.	C	Y	Document status is updated immediately upon the completion of each process, or can be manually updated by a user with appropriate security permissions.
8.5.	Users must be able to select a document from the Workflow queue to work with, in any of the workflow screens.	I	P	Anthem does not utilize traditional workflow queues, although index queues are available for indexers to draw from. Documents outside the index step are managed individually.

9. Document Retrieval

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
9.1.	The system must provide an efficient means of document retrieval and rapid transition from page to page.	C	Y	
9.2.	The system must allow a scanned document to be rotated, moved on the screen, and scrolled page by page.	C	Y	
9.3.	The system must provide the user with the ability to enlarge a section of the scanned document.	I	Y	
9.4.	The system must have the ability to handle multiple, simultaneous requests for an imaged document, and for multiple imaged documents.	C	Y	
9.5.	The user must have the ability to scroll through a displayed image that is too large to fit on the workstation monitor.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
9.6.	The users must have access to search and select lists.	C	Y	
9.7.	Users must have the ability to access each index in the system.	C	Y	

10. Document Printing

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
10.1.	Users must be able to reproduce documents on a laser printer.	C	Y	
10.2.	The document copies must be equivalent in appearance to the digital images displayed on the screen.	C	Y	
10.3.	Users must be able to select multiple documents for copying, and queue them on a printer.	C	Y	
10.4.	Some documents require printing to certificate paper in a reduced format.	C	Y	
10.5.	Users must be able to specify a page range and individual pages for a given document.	C	Y	

11. Report Standards

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
11.1.	All reports must have a standard header.	I	Y	
11.2.	All reports must produce a selection criteria page, either at the beginning or the end of the report.	C	Y	Report selection criteria is always displayed in the report header.
11.3.	All reports must contain a totals page at the end of the report.	I	Y	Each report will display totals on the last page.

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11.4.	Any report that does not find any records based upon the given selection criteria will print a message on the last page of the report which reads "no records found".	I	P	A message stating "no matching records found" will appear, but will not print on the report.
11.5.	Delivered (standard) report to printout totals daily, weekly, monthly, quarterly and calendar and fiscal year-to-date totals of recording fees collected and distributed.	I	Y	
11.6.	Delivered (standard) report, listing contents of user and system and defined tables.	I	Y	
11.7.	Provide for user-definable, user-friendly report writers and formatters on user defined schedule basis.	I	Y	The BearingPoint Team is proposing Cognos ReportNet for the Dallas County Clerk's office. ReportNet meets all requirements of the RFP.
11.8.	Ability to run ad-hoc reports.	I	Y	
11.9.	Is the report writer capable of accessing and using ANY data element maintained on the system without requiring the services of a programmer or data processing "expert?"	I	Y	
11.10.	Ability to have the user work on the workstation while the report writer system is actively compiling or printing a report (e.g. No system driven "lock out").	I	P	Because the workstation's database connection will be utilized to run the SQL query, the workstation cannot be used while a report is compiling. The workstation can be used while printing, however, once the report has spooled. Most reports require less than one minute to compile.
11.11.	Ability to view all standard and ad-hoc reports/queries online at the end users workstation prior to printing hardcopy (on-demand/real time).	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
11.12.	System must have the ability to generate, print, and produce all required reports on demand/real-time. a. to local printers b. to network printers	I	Y	
11.13.	Delivered (standard) report format is consistent with statutes.	C	Y	
11.14.	Ability to use existing report tools such as Oracle Discover or Microsoft Access.	I	Y	
11.15.	Ability to produce trend reports including increase/decrease in document types or fees over time, individual performance statistics, etc.	C	Y	Anthem captures all data necessary to this functionality. Reports can be produced through MS Access, Oracle Discoverer or an ad-hoc reporting tool.
11.16.	Ability to produce exception reports reflecting void transactions or fees expected vs. fees collected for the requested time period.	C	Y	
11.17.	Ability to produce reports listing all users who accessed the system on a daily basis including entry and exit times, user identification, company name (for external users).	I	Y	User reports can be generated using all criteria noted in this requirement. The User Activity report creates reports for internal users; the User Transaction report is used for public users who log on at the County Clerk's public workstations.
11.18.	Ability to produce reports from Vital Statistics reflecting counts of birth, death, and marriage certificates or licenses processed to reconcile State fees charged.	C	Y	
11.19.	Ability to produce reports by location, including substations.	I	Y	
11.20.	Ability to produce reports reflecting monthly activity by document type and fees.	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
11.21.	Provide reports that allow County Clerk staff to monitor and manage incoming volumes and staff production.	C	Y	

12. Cashiering

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
12.1.	All transactions will be processed through one common cashiering system including certified copy transactions at County Clerk substations.	C	Y	
12.2.	User can easily recognize, diagnose, and recover from errors	I	Y	
12.3.	System has the ability to produce month-end accruals for funds receipted prior to month end and deposited in the following month.	C	Y	
12.4.	Ability to purge or retain records in history files according to County Clerk's established retention policy	I	P	Anthem expires records, rather than purging.
12.5.	The new system must provide an application module dedicated to the processing of customer payments for receipts and invoices.	C	Y	
12.6.	Users must have an appropriate security to perform cashiering functions.	C	Y	
12.7.	Cashier workstations must have a cash drawer, which is opened programmatically or by manual key.	C	Y	
12.8.	The system must support receipt of payment in cash (calculate change due), checks, credit cards, escrow accounts, accounts receivable, and LegalEase.	C	Y	Receipting is supported for all payment types noted in this requirement.
12.9.	Credit card payments can be interfaced with Bank of America's e-stores product for on-line verification.	I	Not applicable per Addendum #2.	In accordance with Addendum No. 2, an interface to e-stores is not required within the scope of this RFP.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
12.10.	System is flexible handling credit card convenience fee charges i.e., flat rate, percentage of fee, etc.	C	Y	
12.11.	The system must support the recording of multiple documents with a single payment consisting of any combination(s) of payment methods.	C	P	All payment methods can be combined except Voucher.
12.12.	The system must provide the capability to automatically calculate fees based on user-maintained tables.	C	Y	
12.13.	The system shall support multiple document types per document (e.g., mortgage and assignment.)	C	Y	Multiple sequence documents are fully supported. Sequences may be created at the time of recording if desired.
12.14.	The system must allow the use of a common customer table by customer number (code table), and must allow the user to add a new customer name which can be added to the frequent customer table.	C	Y	
12.15.	The system must automatically assign the following information for each recorded document: Instrument number, recording date and time.	C	Y	
12.16.	Upon payment of a receipt or invoice, the system will create Payment Detail records, which will contain the GL accounts, amount paid, receipt/invoice number paid, tender type, and check number. All Payment Detail records will contain the current date, upon which the payment was made.	C	Y	
12.17.	Users must have the ability to print a Daily Balancing report containing totals for funds received, and sorted by each tender type, broken down by teller/cash drawer. Totals must also be given for GL Categories.	C	Y	
12.18.	A validation printer should be available to each Cashier/Recorder to validate the receipt/invoice and check(s) used for payment and endorse the document.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
12.19.	Support cash drawer workstations with the following: (1) Keyboard (2) Attached Scanner (3) Image capable monitor (4) Financial Slip Printer (5) Locking Cash Drawer	C	Y	
12.20.	Support cashiering options in the following flows: (1) Cashiering at the counter for walkups (2) Batch cashiering for mail and title companies (3) Cashiering concurrent with scanning (4) Cashiering with scanning at a later time.	C	Y	
12.21.	The system automates overage processing for surplus/refunds.	C	Y	
12.22.	The system provides the ability to produce electronic rejection notices for documents that do not meet recording requirements. System logs will be available to track rejections and reports will summarize rejections by reason, customer type, and quantities over time. Reason Codes are maintained by the County Clerk's office.	C	Y	
12.23.	The County Clerk's fee schedule is table driven and access is restricted.	C	Y	
12.24.	Real Property cashiering prompts the user for a minimum of Document Type, Number of Pages, plus other items in order to calculate the fee.	C	Y	
12.25.	During cashiering of Title Company batches, an optional GF number can be entered.	C	Y	
12.26.	System will automatically generate an e-mail confirmation to title companies with the GF number, instrument number, and date of filing where applicable.	C	M - \$0	The system generates a batch receipt that can be sent as an email attachment.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
12.27.	The system creates two labels or electronic stamps for each document. The first label/stamp is the document stamp and contains a minimum of Instrument number, number of pages, bar code and will be placed at the head of the document. The second will contain "Filed and Recorded," fee, date/time of filing, cashier id and other information as directed by statute. The "Filed and Recorded" label/stamp will include the County Clerk's full name ("Cynthia Figueroa Calhoun" or "Cynthia Calhoun" at the County Clerk's discretion).	C	Y	
12.28.	The system has the ability to produce a courtesy copy label/stamp.	N	Y	
12.29.	The cashiering system will allow entry of document return method, i.e. Instant, Mail, Electronic, pre-addressed.	I	P	Anthem allows entry of all return methods except instant return.
12.30.	System must support the suspension of a transaction that can be later recalled and continued.	I	Y	
12.31.	The system calculates convenience fee due for credit card transactions and adds to amount due.	C	Y	
12.32.	Instrument numbers are assigned sequentially at the end of the transaction when the payment is applied.	C	Y	
12.33.	Cashiers may correct errors before the transaction is final.	C	Y	
12.34.	The system endorses the check with information from a code table as well other receipt information such as receipt number.	C	Y	
12.35.	The system uses shortcut keys to speed data entry for payment type and document type	C	Y	
12.36.	Upon payment, the system calculates change due to customer for cash transactions.	C	Y	
12.37.	The system supports high volume, rapid and efficient entry of transactions.	C	Y	
12.38.	The system will distribute the fees to the appropriate General Ledger accounts based on user defined tables.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
12.39.	Ability to require supervisor approval for documents recorded for no fee.	C	Y	No-fee recording can be password protected to require supervisor approval.
12.40.	Ability to process non-filing fees, such as bank charges and copy charges.	C	Y	
12.41.	Support the creation of both a 'filed by' and 'returned to' index for recorded documents.	I	Y	Anthem captures this information in indexes. Reports can be generated using a third party ad-hoc reporting tool.

13. Payment and Receipting

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
13.1.	Ability to insure costs received are allocated as prescribed by Texas statute.	C	Y	
13.2.	Fees assessed by file date.	C	Not applicable per Addendum #2.	VOID
13.3.	Accept and apply one payment across several record filings for one receipt.	C	Y	
13.4.	Accept and apply credit card payments through the County Clerk's vendor and record authorization number and expiration date.	C	Y	
13.5.	Can process any returned check fees and allocate the fees to a separate deposit code.	C	Y	
13.6.	The system provides the ability to generate a report listing all uncollectible returned checks so that appropriate general ledger entries can be made to write off the balances and reduce revenue.	N	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
13.7.	The system must include an application module that allows the user to produce receipts for payment of customer fees and other monetary collections.	C	Y	
13.8.	All date fields used in the Receipts application must be century compliant and able to accurately process dates using a four-digit year.	C	Y	
13.9.	An official receipt may be printed that shows the information entered by the clerk and calculated by the system. The receipt must show the following information in clear and legible print: Receipt number, recorded date and time, fee amount, Dallas County Clerk's full name ("Cynthia Figueroa Calhoun" or "Cynthia Calhoun" at the County Clerk's discretion), instrument number, number of pages, total fee, deputy clerk's initials or code.	C	Y	Anthem can print all items denoted in this requirement.
13.10.	All receipts generated must be linked in the system's database to the application data records by key values. Subsequently, all application records must be linked to the receipts that are generated on their behalf.	C	Y	
13.11.	A system user will require a specific Security Profile setting in order to access and execute this software module.	C	Y	
13.12.	A Receipt can be generated which will establish a Debit account for approved customers. The Debit amount on the Receipt will update the customer's code table record with that amount.	C	Y	
13.13.	The Receipt software must inform the user when a customer has a debit balance for which to pay for services.	I	Y	The Anthem recording system automatically checks account balances for sufficient funds before recording documents. Debit accounts are not allowed to be negative. The user can review an account for sufficient funds prior to beginning a transaction.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
13.14.	The Receipt software must inform the user when a customer's debit amount balance does not contain enough funds for a particular transaction.	C	Y	
13.15.	A Receipt Number must be automatically assigned by the system for all receipts generated.	C	Y	
13.16.	System supervisors will have access to Fee Code tables, which will allow for dynamic modification of fee amounts and calculation constants.	C	Y	
13.17.	The Receipt generation screen will provide for the entry of unlimited line items, and will allow the user to scroll back and forth through the line items while keeping a running total display bar at the bottom of the screen.	C	Y	The Receipt screen allows entry of unlimited line items, subject only to restrictions in the database itself. The user can scroll through all line items as desired, and a running total is displayed at the bottom of the screen.
13.18.	The Receipt generation screen will allow for the addition/insertion of a new line item on the list while reflecting the total impact of the modifications on the bottom total display bar.	C	Y	
13.19.	The Receipt generation screen will allow for the deletion of any of the line items on the list while reflecting the total impact of the modifications on the bottom total display bar.	C	Y	
13.20.	A receipt is generated for full payment only, and the system will not allow partial payment for any receipt.	C	Y	The system will issue a receipt only for full payment or overpayment, and will not allow partial payment for a receipt. Overpayment can be issued back as change or refund/surplus, or can be deposited into an existing escrow account.
13.21.	The Receipts application must allow for a receipt to be adjusted and/or voided by an authorized user	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
13.22.	The system must maintain an audit of adjusted receipts and provide report output for this audit information.	C	Y	
13.23.	Receipts adjusted involving Debit accounts will be reflected on the Debit Account Statement.	C	Y	
13.24.	The system allows entry of a comment on the receipt that is for internal user only.	I	Y	Anthem allows comments to be entered by the user as desired. In addition, user comments are required following receipt adjustments.
13.25.	System can reprint receipts. Reprinted receipts have "Duplicate" printed on the receipt.	C	Y	
13.26.	Ability to offer bilingual (English & Spanish) receipts with the amounts remaining in English.	N	N	
13.27.	Ability to prevent issuance of a negative receipt.	C	Y	

14. Daily Cashier Close Out and Deposits

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
14.1.	Ability to prevent updates and corrections that result in negative total for any bank code at the end of the day closeout.	C	Y	Each receipt adjustment must balance. Adjustments that would result in a negative total are not allowed.
14.2.	Ability to produce separate/distinct daily deposit summaries for cash, credit card, and check including overages and shortages.	C	Y	
14.3.	Ability to change payment type (cash, check, electronic) with audit trail.	C	Y	
14.4.	System has the ability to create separate daily deposits by location.	C	Y	All reports, including cashiering reports such as

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				daily deposits, can be generated by location.
14.5.	Ability to generate a daily cashier transaction report.	C	Y	

15. Financial Reporting

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
15.1.	Ability to produce lists (by date range) of any type of financial transactions – all receipts, receipts by type, all disbursements, disbursements by type, void checks, non-cash transactions.	C	P	Anthem includes numerous predefined reports for listing financial transactions, such as check listing, escrow disbursements, adjusted receipts and "no fees." Additional financial data, including receipts, disbursements and checks is contained within other reports that can be viewed on-screen or printed as desired. Any desired report formats not provided by the Anthem Reports module can be easily generated through the Anthem export function or by means of a third party report generator.
15.2.	Upon cashier close out, the cashiering station will produce a recap report highlighting the activity for the day. This report will include fees received by payment type, GL account distribution, fees collected by document type, instrument number ranges, void and adjustment transactions.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
15.3.	Cashier close out requires cashiers to enter amounts received during the day first and the computer compares to the expected totals ("blind" close out process). If the amounts do not match, the cashier is notified that there is a discrepancy.	I	Y	
15.4.	Ability to produce an audit report that identifies the employee making entry.	C	Y	
15.5.	The system has a module to process returned checks and to track repeat offenders.	N	Y	
15.6.	The system has the ability to reconcile the number of print queue documents to the cash drawer close out.	C	M - \$0	
15.7.	Ability to generate a daily cashier transaction report and a summary report for all cashier stations by location.	C	Y	
15.8.	Ability to capture deposits by fee codes and interface amounts and the appropriate account combination to the Oracle General Ledger System used by the Dallas County Clerk's office.	C	Y	
15.9.	The system can produce a statistically-valid, random sample of transactions for audit purposes. This sample would represent a true statistical sampling of the entire population of transactions.	I	P	This report can be generated from Anthem by means of a third party, ad-hoc report generator.

16. Receipt Adjustments

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
16.1.	Receipt adjustments do not alter the original receipt date.	C	Y	
16.2.	Ability to void a receipt by authorized persons maintaining an audit trail of the old receipt, user name, and date of void.	C	Y	Anthem maintains a full audit trail that includes the old receipt, user name and date of void.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
16.3.	Void transactions require supervisory override.	C	Y	
16.4.	Voided receipt is tied to original receipt.	C	Y	All prior, void receipts are maintained.
16.5.	Ability to make comments and note reasons for voids.	C	Y	
16.6.	Ability to generate a printed receipt marked with the word "void".	C	Y	A reprint of a voided receipt will be marked "Void."
16.7.	Ability to limit receipt voiding capability to the location that issued the original receipt.	C	M - \$0	
16.8.	Ability to re-classify payment type (cash, check, electronic) with audit trail.	C	Y	All receipt adjustments, including changes to payment type, are reflected in the audit trail.
16.9.	Ability to make a correction by supervisory level only while maintaining audit trail and effective dates.	C	Y	Corrections can be limited to supervisory personnel; a full audit trail with dates and other data will be maintained.
16.10.	Ability to make correction to fee codes without affecting amount total on the receipt with audit trail.	C	Y	
16.11.	Ability to require supervisor approval for corrections.	C	Y	Corrections can be password protected to require supervisor approval.
16.12.	Ability to require supervisor approval for documents recorded for no fee.	C	Y	No-fee recording can be password protected to require supervisor approval.

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**17. Accounts Receivable**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
17.1.	System tracks escrow account balances and produces invoices.	C	Y	
17.2.	The receipt will show the customer's remaining balance if they have an escrow account.	C	Y	
17.3.	The system will have the ability to automate the monthly billing of the title company rental equipment on the third floor.	C	P	Anthem can collect a monthly fee, but the process is not fully automated. A system user will be required to cashier the transaction at desired intervals.
17.4.	Support monthly invoicing to public users who have accounts.	C	Y	
17.5.	Support accounts receivable for on demand invoicing: (1) Records receipt of funds by account (2) Allocate fees to appropriate fund accounts (3) Integrate with daily deposit transactions (4) Print duplicate invoices as required.	C	Y	
17.6.	System should provide ability to run statements for Debit Accounts on demand for any date or date range.	C	Y	
17.7.	System should provide ability to run statements for active accounts only.	C	Y	
17.8.	System should provide ability to run statements for only those accounts with activity during the reporting period.	C	M - \$0	
17.9.	Support changing account status to Inactive for any reason and prevent use of the account until reactivated.	C	Y	
17.10.	System should produce reports detailing the aging of any outstanding account balances.	I	M - \$0	
17.11.	The system needs the ability to manage charge accounts and produce periodic invoices (i.e., probation officers, protective services, etc.).	C	Y	
17.12.	Revenue is recognized for charge accounts upon payment of invoices.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
17.13.	The system will not allow partial payments on charge account invoices.	C	Y	Anthem is configurable in this area and can be set to refuse partial payments on charge account invoices.

18. Document Endorsement

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
18.1.	A label printer or electronic stamp/printer shall endorse each document with filing information.	C	Y	
18.2.	Labels/stamps include appropriate information to facilitate scanning by using a bar code.	C	Y	

19. Document Scanning

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
19.1.	All images will be instantly written simultaneously to the system hard disks.	C	Y	
19.2.	Provide immediate on-screen validation for scanned document images.	C	Y	
19.3.	Maintain a count of pages at scanning for verification to recording pages.	C	Y	
19.4.	Support document sizes 3"X5" to 11"X17".	C	Y	
19.5.	Support variable paper weights (business documents)	C	Y	
19.6.	Support variable paper qualities.	C	Y	
19.7.	Provide 200/300/400 dpi resolution.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
19.8.	Provide operator adjustable quality controls (i.e. contrast) that can be adjusted before the image is written to disk.	C	Y	
19.9.	Display the scanned image and the index screen on the monitor simultaneously.	C	Y	Anthem provides simultaneous, side-by-side viewing of the scanned image and index screen during indexing and searching.
19.10.	Support dual (duplex) scanning.	C	Y	
19.11.	Allow operator to rescan images without storing the original image scanned.	C	Y	
19.12.	Compress images using CCITT Group 4.	C	Y	
19.13.	Ability to view scanned documents immediately after cashiering with limited indexing provided through cashiering system i.e., instrument number, GF number, date filed, and document type.	C	Y	
19.14.	Scanning routine compares the number of pages scanned versus the number of pages cashiered and produces an exception report.	C	Y	
19.15.	Scanning routine compares instrument numbers scanned versus instrument numbers cashiered and produces an exception report for any missing instrument numbers.	C	Y	
19.16.	Scanning system provides capability for quality control review of images on-line with the ability to replace bad images as needed.	C	Y	
19.17.	Scanning device has auto-page size detection and can process both letter and legal sized paper in mixed batches.	C	Y	
19.18.	Scanning device has double-sided capabilities and will eliminate images of blank pages.	C	Y	
19.19.	Scanning device uses bar code as separator sheet.	C	Y	This functionality is available in Anthem, but its use is not recommended if the County Clerk's office is using bar

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				code labels.
19.20.	Images can be categorized by status i.e., not verified, verified, indexed, and exception.	C	Y	
19.21.	Desktop scanners will be available to front office cashiers to enable instant return of filed documents. These scanners will have built in system redundancy to protect from loss of data and real-time backups. Please describe.	C	M - \$0	Redundancy will be provided by saving images to the server primary and server secondary locations. The secondary copy will be retained until the document becomes permanent.
19.22.	System has redaction capabilities.	I	Y	

20. Record Indexing

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
20.1.	The system shall support indexing of the following data: Grantor/Grantee Names, Document Number, Volume & Page Numbers (for historic records), Recorded Date and Time, Document Type, and Legal Description.	C	Y	
20.2.	Users must have the ability to pick a document from the work queue that requires indexing and/or verification.	C	Y	
20.3.	Users must be able to perform re-key verification, with the capability to change to sight verification, of the names on documents.	C	Y	
20.4.	System supervisors must be able to select which fields are required to be re-keyed.	C	Y	Re-key fields are configurable. The standard configuration includes the following re-key items (where applicable): legal description,

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				grantor, grantee, cross-reference, document type, book type, book, page, document date, GF number, microfilm code, returnee, consideration, remarks and jurisdiction.
20.5.	A system supervisor must make modifications to fields other than party names and legal descriptions once the document has been marked Index Verified.	C	Y	See above.
20.6.	A system supervisor must have the ability to modify a user's security profile to allow for making corrections on documents.	C	Y	
20.7.	The verifying screen must look the same as the indexing screen.	C	Y	Verify and indexing screens share an identical appearance, promoting user efficiency. Functions and tools are also the same.
20.8.	If a re-keyed field does not match the corresponding indexed field, the user must have the ability to select one and delete the other.	C	Y	
20.9.	Support at a minimum the following index fields: (1) Unique file number/instrument number (2) Type of document (3) Number of pages (4) Date filed (5) Grantor (multiple) (6) Grantee (multiple) (7) Recording fee (8) Property description (Legal) (9) Provide support for cross-referencing multiple related index fields in other document records (i.e. transfers, assignments).	C	P	All index fields noted in this requirement are supported, with the exception of recording fee. Anthem references the receipt number, and the recording fee is readily available in the document stamp shown in the document image.
20.10.	Support initial index completion at the time of recording with the option of index expansion later.	C	Y	
20.11.	Display all initially indexed information at the time of index expansion (no duplication of entry).	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
20.12.	Support multiple grantor/grantee names per document.	C	Y	
20.13.	Provide the operator with an option for mouse, function key and command entries.	C	Y	
20.14.	Support modification of the previously entered data with the appropriate security level for modification.	C	Y	
20.15.	Provide error correction report for any re-keyed fields.	C	Y	Anthem can produce an error rate report that provides an error percentage based on indexer entries and verifiers. This report can be run by the user.
20.16.	Support at a minimum the following index fields for assumed names records: (1) Instrument number, (2) file date, (3) fee, (4) record type, (5) business name, (6) business address, (7) owner names, (8) owner addresses.	C	Y	Note: Fee is an automated system entry, rather than an indexed field.

21. Records Search/Select Lists

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
21.1.	All applications, including Recording/Indexing and Receipts must have a name/data search and comprehensive select list capability.	C	Y	
21.2.	Search utilities and selection lists must have the same visual and interactive functionality across all applications.	C	Y	
21.3.	The search screens (in house and public access) used to create a select list of existing Recording/Indexing records must have the capability to locate records by the following: Names, Instrument Number Range, Volume & Page Numbers (for historic documents), Recorded Date Range, Document Type, Legal Description and other indexed fields.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
21.4.	The search screens must give access to the database records by Last Name, First Name, and all other appropriate data items for each application.	C	Y	
21.5.	The system will allow for a "synonym" search, where all similar names will be displayed.	N	N	
21.6.	Where efficient, the search screens must have the ability to allow wild card entry for search items.	I	P	Anthem search logic is highly flexible and satisfies all needs of our current customers. Leading character searches and numerous other options are available. Advanced wild card search functionality carries performance and efficiency penalties and is not implemented.
21.7.	The search screen must clear automatically after search results are displayed.	C	Y	This is a configurable function in Anthem. The system can be set to automatically clear the search screen following display of results.
21.8.	While the system is performing a search, the screen will clearly inform the user that the system is working to find the desired records, and a percentage progress update statistic will be displayed on the screen. If a search is too broad, the user must be informed to refine the search criteria.	C	P	Anthem uses the standard Windows hourglass to indicate progress while searching. Wait times are typically less than three seconds.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
21.9.	The search screen will give the user the ability to select the sorting order that will be used to present the selection list.	C	P	Anthem allows County Clerk's office users to select the sorting order after search results are initially obtained. To maintain good performance, public access users are allowed to sort on-screen results, but not the entire result set.
21.10.	The select list will display as many records as possible on the screen.	C	Y	This function is configurable by the system administrator.
21.11.	The user will have the ability to scroll or page forward and backward through the selection list.	C	Y	
21.12.	The user will be able to select a record from the selection list by keyboard access or by mouse control.	C	Y	
21.13.	A Record Detail button will be available when the user has highlighted a record from the selection list. When the Record Detail button is pressed, further detail for that record will be displayed. When the user is finished viewing the further details screen, they can return to the selection list.	C	Y	
21.14.	When a select list is displayed, the user will have the capability to cancel the list and perform a new search.	C	Y	

22. Vital Statistics—Birth

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
22.1.	The user must have the ability to produce a copy of the birth image in a format that fits a prescribed certificate form.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
22.2.	When a certified copy is issued for a birth record, the system must maintain a count of copies issued, requestor information and sequential number of each certificate issued for state audit. The count of certified birth certificate copies will be maintained through the index. If birth certificate is issued from State computer for a birth that occurred outside of Dallas County, the system will be required to track requestor information and sequential number of certificates issued only.	C	Y	All items denoted in this requirement are tracked, and all certified copies issued from the system are additionally audited. The user can run a certified copy audit report as needed.
22.3.	The user must have the ability to add comments to the birth record.	C	Y	
22.4.	The user must have the ability to amend the index with option of keeping the original name and amending it, or expunging the original name.	C	Y	This functionality is accommodated by Anthem in compliance with state statutes.
22.5.	The birth index detail must track activity for each user action including creation, modification, scanning, and copy creation.	C	Y	
22.6.	The user must have the ability to flag the birth record with an indicator that the record has been locked by the State Registrar, that the person is deceased, or that the record is a delayed birth.	C	Y	This functionality is accommodated by Anthem in compliance with state statutes.
22.7.	The user must have the ability to view the age of the record to determine public accessibility.	C	Y	
22.8.	Access to make modifications to the verified index must be restricted to the system supervisor only.	C	Y	
22.9.	Access to make modifications to the verified document image must be restricted to the system supervisor only.	C	Y	
22.10.	The system will track turnaround times in Vital Statistics based on date of event and date of mailing to the State.	C	M - \$0	
22.11.	System includes ability to store scanned images of birth certificates.	C	Y	
22.12.	System includes the following safety features: fraud alerts, locking features, and expungement.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
22.13.	System is compliant with the State of Texas' new Electronic Registrar processes and requirements to be implemented in Spring 2004 for birth certificates and in 2005 for death certificates.	C	Y	
22.14.	System provides the ability to place an indicator on the birth index when a person is deceased.	C	Y	
22.15.	System provides the ability to produce electronic rejection letters for birth certificates that do not meet filing requirements or for certified copy requests from persons not eligible to receive copies.	C	Y	
22.16.	System provides the ability to track security paper issued or voided.	C	Y	The user can enter the security paper number range when a certified copy is printed. This information is tracked and also prints on the certified copy audit report.
22.17.	System provides the ability to generate birth certificates (long form) and Acknowledgement of Paternity forms in cases of home birth.	N	N	
22.18.	System assigns registrar file number when the birth certificate is indexed.	C	Y	
22.19.	During cashiering of certified copy requests, the system captures date of transaction, type, number of copies, name on birth certificate, name of requestor, security paper number, fee, payment method and cashier name.	C	Y	
22.20.	System provides the ability to produce the birth index.	C	Y	
22.21.	Scanning application checks for missing registrar file numbers and produces an exception report.	C	Y	Anthem generates registrar file numbers sequentially and does not allow missing numbers. The Work Status module can be used to verify file numbering.
22.22.	The system has some method of OCR for field level and/or full text indexing of birth certificates.	N	M - \$0	The BearingPoint Team will provide basic OCR

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				integration and functionality for this application. Full text OCR is not recommended for reasons of security and sensitivity of the data.
22.23.	The system assigns a unique series of registrar file numbers for delayed birth records.	C	Y	
22.24.	Support at a minimum the following index fields for birth records: (1) Registrar file number, (2) full name of child, (3) birth date, (4) sex, (5) city of birth, (6) volume, (7) page, (8) father name and (9) mother name.	C	Y	

23. Vital Statistics—Death

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
23.1.	The user must have the ability to produce a copy of the death image in a format that fits a prescribed certificate form.	C	Y	
23.2.	When a certified copy is issued for a death record, the system must maintain a count of copies issued, requestor information and sequential number of each certificate issued.	C	Y	
23.3.	The user must have the ability to add comments to the death record.	C	Y	
23.4.	Authorized users must have the ability to amend the index with option of keeping the original name and amending it, or expunging the original name.	C	Y	This functionality is accommodated by Anthem in compliance with state statutes.
23.5.	The death index detail must track activity for each user action including creation, modification, scanning, and copy creation.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
23.6.	The user must have the ability to flag the death record with an indicator that the record has been locked by the State Registrar, Fetal Death, or that the record is a delayed death.	C	Y	This functionality is accommodated by Anthem in compliance with state statutes.
23.7.	The user must have the ability to view the age of the record to determine public accessibility.	C	Y	
23.8.	Ability to make modifications to the verified index must be restricted to the system supervisor only.	C	Y	
23.9.	Ability to make modifications to the verified document image must be restricted to the system supervisor only.	C	Y	
23.10.	The system will track turnaround times in Vital Statistics based on date of event and date of mailing to the State.	C	M - \$0	
23.11.	System includes ability to store scanned images of death certificates.	C	Y	
23.12.	System includes the following safety features: fraud alerts, locking features, and expungement.	C	Y	
23.13.	System provides the ability to produce and track electronic rejection letters for death certificates that do not meet filing requirements.	C	Y	
23.14.	System provides the ability to track security paper issued or voided.	C	Y	
23.15.	System assigns registrar file number when the death certificate is indexed.	C	Y	
23.16.	Scanning application checks for missing registrar file numbers and produces an exception report.	C	Y	Anthem generates registrar file numbers sequentially and does not allow missing numbers. The Work Status module can be used to verify file numbering.
23.17.	System provides the ability to create the death certificate index.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
23.18.	The system has some method of OCR for field level and/or full text indexing of death certificates.	N	M - \$0	The BearingPoint Team will provide basic OCR integration and functionality for this application. Full text OCR is not recommended for reasons of security and sensitivity of the data.
23.19.	The system has the ability to scan and track burial transits and purge according to the County Clerk's retention schedule.	N	N	
23.20.	Support at a minimum the following index fields for death records: (1) Full name of deceased (last, middle, first), (2) date deceased, (3) sex, (4) race, (5) age, (6) volume, (7) page, (8) amendment volume, (9) amendment page, (10) date of birth, (11) place of death, (12) residence location, (13) cause of death and (14) registrar file number.	C	Y	
23.21.	The system assigns a unique series of registrar file numbers for fetal death and delayed death records.	C	Y	

24. Vital Statistics—Marriage

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
24.1.	All data entered into the marriage application will be carried forward and become the index for the marriage license.	C	Y	
24.2.	The user must have the ability to add comments to the marriage record for internal user only.	C	Y	
24.3.	The user must have the ability to print the marriage license form from the screen without re-entering data.	C	Y	
24.4.	The marriage index detail must track activity for each user action including creation, modification, scanning, and verification of image.	C	Y	
24.5.	The user must have the ability to produce a Parental Consent form if one or both of the applicants is a minor.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
24.6.	The system must calculate the age of the applicant based on the date of birth entered for that applicant. Additionally, the system will produce an automatic notification if a Parental Consent form is required.	C	Y	
24.7.	Ability to make modifications to the verified index must be restricted to the system supervisor only.	C	Y	
24.8.	Ability to make modifications to the verified document image must be restricted to the system supervisor only.	C	Y	
24.9.	The user must have the ability to produce a printed informal marriage license form in a format that meets the State/County requirements.	C	Y	
24.10.	The user must have the ability to print the informal marriage license form from the screen without re-entering data.	C	Y	
24.11.	The system will track turnaround times in Vital Statistics based on date of event and date of mailing to the State.	C	M - \$0	
24.12.	The system needs the ability to process the following: marriage, (including minor consent forms), declaration of informal marriage, proxy marriage. This system should be available to downtown staff and satellite locations.	C	Y	
24.13.	The system should generate two versions of the marriage application – State of Texas version and Dallas County Version.	C	Y	
24.14.	The system should provide the ability to enter a separate "mail to" address for the marriage license. This address can be different than the bride or grooms' addresses.	C	Y	
24.15.	The index and scanned images of the license are available on-line to the public.	C	Y	
24.16.	All required forms are system generated.	C	Y	
24.17.	The system provides the capability for marriage license kiosks where the couple can type in the required information for the marriage application and then bring it to a clerk for processing.	N	Y	Anthem supports this functionality by means of a network connection to a kiosk. Kiosk operations are

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				implemented in the Hart system at Alameda, CA.
24.18.	System has the ability to produce Absent Applicant forms for Proxy marriages, to track the status of outstanding requests and provides the ability to produce rejection letters/emails for incomplete applications.	C	M - \$0	
24.19.	The system produces rejection letters/emails for incomplete marriage licenses and provides the ability to track the status of outstanding rejections.	C	Y	Anthem produces rejection letters for incomplete marriage licenses and can track the status of outstanding rejections.
24.20.	The system provides the ability to update the status of a marriage license from "issued" to "returned" add the date of marriage and county of marriage to the record without duplicate entry.	C	Y	
24.21.	Support at a minimum the following index fields for marriage records: (1) Instrument number, (2) station, (3) record type, (4) volume, (5) page, (6) fee, (7) application date, (8) license date, (9) husband full name and (10) wife full name.	C	Y	

25. Public Inquiry/Research

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
25.1.	The new system must include a Public Inquiry application that integrates data records and digital images based on Texas Statutes.	C	Y	
25.2.	Public Inquiry screens must be designed for ease of use by any individual of the public and the screens must be presented with clear and concise instructions.	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
25.3.	Public Inquiry screens must include an alphabetical index listing which Names, Dates, Instrument Numbers, Volume and Page Numbers, and any other relevant information pertaining to the area being searched.	C	Y	
25.4.	The Public Inquiry screens must inform the user when the system is working to gather data records.	I	Y	
25.5.	The Public Inquiry screens must inform the user when a selected set of search criteria has not produced any records.	I	Y	
25.6.	All search fields must have inclusive range capability. Example: Date range 01/01/2000 through 05/31/2003.	C	Y	
25.7.	Each application must have a separate Search/Index screen due to the diversity of the data records. i.e., Official Public Records, Birth, Death, Marriage.	C	Y	
25.8.	The user must have the ability to re-sort the index listing by any of the columnar heading tabs at the top of the list. Both ascending and descending sorts will be offered.	I	M - \$0	
25.9.	The user will be able to select an index item and display the detail data records that are related to that item.	C	Y	
25.10.	The user will be able to select an index item and display the digital images related to that index item.	C	Y	
25.11.	The image viewer will contain capabilities to scroll left to right and top to bottom.	I	Y	Anthem uses the Windows Picture and Fax Viewer to provide this functionality.
25.12.	The image viewer will contain the capability to zoom in and out of any part of the image.	I	Y	Anthem uses the Windows Picture and Fax Viewer to provide this functionality.
25.13.	The image viewer will contain the capability to allow the user to re-size the image displayed to the largest possible viewing size.	I	Y	Anthem uses the Windows Picture and Fax Viewer to provide this functionality.
25.14.	The image viewer will have the capability to allow the user to rotate the image left or right, a full three hundred sixty (360) degrees.	I	Y	Anthem uses the Windows Picture and Fax Viewer to provide this functionality.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
25.15.	The inquiry user must have the ability to order copies of data records or digital images via on-line services or to pick up at the Public Research counter.	C	Y	
25.16.	As the user chooses records and images to print, a running total of all copy work fees (Plain or Certified) incurred will be displayed on the screen to inform the user of the total cost.	I	Y	
25.17.	The Public Research clerks will have the ability to print receipts for the copy work selected by the public.	C	Y	
25.18.	The Public Research clerks will have the ability to release selected copy work for printing or to delete said copy work, if the customer cancels the order.	C	Y	
25.19.	Display full image and full index windows on the retrieval workstation simultaneously.	I	Y	
25.20.	Support multiple image windows.	I	M - \$0	
25.21.	Print cover sheet for image requests initiated from public workstations	I	Y	
25.22.	Print search results list if requested.	C	Y	
25.23.	Documents held in print queues will not be released for printing by the system until the Public Research clerks process the payment.	C	Y	
25.24.	Customers at public access terminals will have the ability to select pages of documents and send them directly to a print queue. Customers do not have to print the entire document.	I	Y	Anthem uses the Windows Photo Printing Wizard to provide this functionality.
25.25.	Internet customers have the ability to order certified copies of documents.	I	Y	This functionality is available to Internet customers established on the system with eCommerce.
25.26.	Internet customers have the ability to research public records and print copies.	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
25.27.	Ability to select multiple records and send to print without having to open and view each image. (both on-line and on site research areas)	I	Y	
25.28.	Ability to sort search screens or limit searches by parameters including: - Date range - Document type - Grantor/grantee - Instrument number - Volume and page - Others	I	Y	
25.29.	Ability to select specific pages to print versus whole document in one step (e.g., print pages 1,3 and 10)	I	Y	
25.30.	Ability to provide on-line access to index and images.	I	Y	
25.31.	Ability for customers to send print requests to print queue with identifying information.	I	Y	Individuals using Public Access workstations at the County Clerk's office will have this capability.
25.32.	System calculates fees due based on the number of pages printed and the number of certified copies issued.	I	Y	
25.33.	The system tracks number of pages printed and fees for plain and certified copies on the receipt. In addition, the receipt may include references to instrument number or volume/page printed.	I	M - \$0	
25.34.	The internal public inquiry module is browser based.	I	Y	

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**26. Assumed Names**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
26.1.	Ability to have kiosk workstations for customers to research assumed names.	N	Y	Anthem's standard public workstations can be used at research kiosks for assumed name searches.
26.2.	The system will produce Assumed Names forms when the customer selects a name that is not in use from a kiosk workstation(s). The customer will have the ability to enter the data required on the form and print it out for the clerk to file.	N	M - \$0	
26.3.	The system will provide the ability for customers to research Assumed Names over the Internet and download an Assumed Name application.	I	Y	
26.4.	Upon verification by the clerk, data entered on the Assumed Name form by the customer will be preserved for the Assumed Name index so that duplicate data entry will not be required.	C	Y	Anthem's Assumed Name application provides a "renew" feature. Duplicate data entry is not required.

27. Return Labels

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
27.1.	Users must have the ability to print address labels, customer labels, etc. as necessary.	C	Y	
27.2.	Users must have the ability to print a mailing label report. The report may contain items like instrument number, return status, date returned, return address.	I	Y	
27.3.	Label printers must be accessible to all workstations.	C	M - \$0	
27.4.	Label printers must be strategically enabled for specific groups of workstations.	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
27.5.	Selection of label ranges to print is designed with maximum flexibility such as cashier order, instrument number order, and individual label by receipt. Individual labels may be produced by using the bar code of the original document.	I	Y	

DATA EXTRACTION TO AGENCIES/CUSTOMERS

The County Clerk's Office receives requests from the public, other agencies, and private companies for Official Records information from the County Clerk's database. A reporting system must be devised that allows for system users from the Recording Department

to produce reports or files with information that will be sold to a party, which is requesting such information at prices consistent with the Public Information Act.

28. Data Extraction to Agencies/Customers

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
28.1.	System must be able to extract index and/or images. Describe your method of delivery to meet this requirement.	C	Y	<p>Anthem's Export module supports the extraction of index data in pipe-delimited ASCII format and of images in standard Group 4 TIFF format or JPEG to be transferred through a network, shared drive or storage media. Images can also be sent to a CD-ROM or other location accessible through a network.</p> <p>Image exports can consist of single- or multi-page files. The reception number is</p>

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				used to generate a unique filename for each. Anthem supports numerous criteria for export sorting, including date received, date scanned/updated, reception number range and document type.
28.2.	System has the ability to FTP records to requesting companies containing index and images (e.g., grantor/grantee index of real property records).	C	M - \$0	
28.3.	FTP files can be produced from historic records as well as daily updates for newly recorded information.	C	M - \$0	Cost of modification to meet this requirement is contained within the cost noted in 28.2.
28.4.	System has the ability to provide external parties the index and image files in a non-proprietary format.	C	Y	

CODE TABLES**29. Code Tables**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
29.1.	On all screens in the new system, any field with a finite, user-defined set of values will be able to receive its value from a preset code table file.	C	Y	
29.2.	Code table values for all fields will be presented in a drop down, pick list from which the user will select the value desired.	I	Y	
29.3.	Authorized users will be able to add code table entries as needed.	C	Y	
29.4.	Access to code tables is restricted to authorized users.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
29.5.	For historical data purposes, no code table entry can be deleted.	C	M - \$0	All code table entries will be retained and will be available to supervisors.
29.6.	Code table entries no longer desired will be expired (logically deleted) by the system supervisor.	C	M - \$0	Cost of modification to meet this requirement is contained within the cost noted in 28.2.
29.7.	Expired code table entries can be reinstated by the system supervisor.	I	M - \$0	Cost of modification to meet this requirement is contained within the cost noted in 28.2.
29.8.	Expired code table entries will not display on the help field pick list of values.	I	Y	This functionality exists for all code tables capable of being expired.
29.9.	All screens will display the code table descriptions wherever possible.	C	Y	
29.10.	No two code table entries, from the same table, with the same value, can be in effect at the same time.	C	Y	
29.11.	Authorized users always have the option of updating the textual description for any code table entry.	I	Y	
29.12.	The users will have the ability to create a full system code table report, which lists all active code table values, grouped and sorted by table type.	I	M - \$0	
29.13.	The system supports use of common names table used throughout the system and contains the minimum data elements: Name, Address, email, phone number, contact	C	Y	

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**ELECTRONIC RECORDING**

The County Clerk's office plans to implement e-Recording.

The proposed system must include a solution for processing electronic recording. The proposed module should be able to accept Level 1, 2 or 3 transactions.

30. Electronic Recording

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
30.1.	The e-Recording process conforms to PRIAA standards.	C	Y	
30.2.	System must be able to process Electronic Documents. Describe your method to meet this requirement.	C	Y	<p>Anthem eRecorder provides a vendor-independent gateway that allows all documents meeting Property Records Industry Association (PRIA) standards to be electronically submitted and recorded. Electronically submitted documents are immediately available for display and can be screened by the user. Consecutive instrument numbering is fully protected during eRecording for both single documents and batches.</p> <p>Anthem eRecorder supports the new PRIA 1.2 DTD eRecording requirements, and in addition, includes submission software for government-to-government eRecording.</p>

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				<p>The following features represent only a small subset of Anthem eRecorder's advanced capabilities:</p> <ul style="list-style-type: none"> - Supports all levels (1,2 and 3) of eRecorded documents. - Automatically checks for submitter image format requirements, including margins, titles, field definitions, etc. - Resubmits "rejected" documents for later acceptance. - Logs and tracks all changes to transactions using audit trails. <p>Anthem eRecorder has been installed in multiple counties spanning five states. Texas installations include Tarrant County and Travis County.</p>

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**WEB SERVICES****31. Web Services - Standard**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
31.1.	Provide services and pricing for Web site being hosted on the County Clerk's facilities and provide alternative pricing for hosting of the Web site by the vendor, if available.	C	Y	
31.2.	The system provides a flexible fee structure for general web access to records has a flexible fee structure. Please described proposed fee model for access to records over the Internet.	C	Y	<p>Anthem Public Access presents a Web-based "shopping cart basket" to online users, with restricted, anonymous guest access also supported. Self-service is enhanced through the availability of on-screen preferences and account balance. Web print capability is supported, and Internet copies are watermarked "UNOFFICIAL" to protect the revenue stream of official copies.</p> <p>Payment options available through the Public Access application (Internet and Clerk's office-based public workstations) include counter payment, deduction from an established escrow account, and billing to charge accounts. Specific fees attached to Clerk's services can be easily managed and updated by the Clerk's office.</p>

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				In order to best meet the Dallas County Clerk's specific business needs, payment collection and related options will be configured and localized during the Business Process Analysis (BPA).
31.3.	The system provides the ability to view documents and the index via a web browser. Capabilities are similar to those stated in Public Inquiry/Research.	C	Y	Anthem Public Access provides an identical browser-based interface to all public users.
31.4.	System has ability to overlay permanent watermark over images and search results retrieved based on user security profiles.	C	Y	
31.5.	Security for web services is designed to prevent any unauthorized use. Explain your design and approach.	C	Y	<p>Anthem's Public Access application can be used to establish a secure, subscription-based eCommerce service with assignable User IDs and pass phrases. Public Access includes numerous features and security protections, including compatibility with Secure Sockets Layer (SSL) technology.</p> <p>User accounts in the subscription model can be configured to restrict specific users' access to document images or detail. The subscription service can include searching, viewing</p>

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				and printing of documents, and can be restricted to commercial customers of the Clerk's choosing.
31.6.	Viewing of index and images is controlled by Dallas County Clerk's office based on user security profiles.	I	Y	
31.7.	Viewing of specific fields of the index is controlled by Dallas County Clerk's office based on user security profiles.	I	Y	
31.8.	System should support secure network communications (SSL).	C	Y	
31.9.	System should provide support for Web Services, SOAP, and XML.	C	Y	
31.10.	System should be able to authenticate users based username and secure password.	C	Y	
31.11.	System should be able to provide different degrees of data access based on user type and ID.	C	Y	

32. Web Services—Subscriber

The Subscriber Web Service is designed to provide advanced search capabilities for users. Fees will be charged for these services to subscribers.

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
32.1.	Capabilities are similar to those stated in Public Inquiry/Research.	C	Y	
32.2.	The system provides for secure login.	C	Y	
32.3.	The subscriber service has a flexible fee structure.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
32.4.	Search features include the ability for a subscriber to build searches based on groups of document types. For example, the Dallas County Appraisal District needs the ability to define its search criteria to approximately 83 document types that contain conveyance information. Subscribers may save, retrieve, and print search criteria.	C	M - \$0	

TECHNICAL REQUIREMENTS SYSTEM REQUIREMENTS

33. System Response Times

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
33.1.	Any application program, started on a workstation, will take no more than ten (10) seconds to start and be usable.	I	Y	
33.2.	Digital images from the servers' hard disks will be retrieved and displayed in three (3) seconds or less.	C	Y	
33.3.	Index search results will be retrieved and displayed in three (3) seconds or less with any search criteria, including name, file date range, document type, instrument number range, volume/page or a combination of any.	C	Y	

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**34. Document Imaging**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
34.1.	The imaging software must be a widely used, industry-accepted package from an experienced manufacturer. The Clerk's office uses On-Base but will also openly consider industry standard software.	C	Y	
34.2.	Imaging software proposed by the vendor must be a software package that is integrated with customized applications and fully supported by the vendor. The imaging software must be a package that the vendor has successfully installed and utilized in other imaging application systems.	C	Y	Will use Kofax cards and associated software for image capture and manipulation.
34.3.	The imaging software must be PC-based and support stand-alone and network versions.	I	Y	
34.4.	The imaging software must support digital scanners from multiple manufacturers, and must be able to utilize all features of a particular digital scanner.	I	Y	Scanners must be Kofax compatible.
34.5.	The imaging software must control use of the scanner through the software screens, and must display to the user all messages communicated by the scanner, including error conditions.	I	Y	
34.6.	The image file objects must be compressed and decompressed through software.	I	Y	
34.7.	The imaging software must provide desktop utilities that can enhance and process images, including zoom capabilities, reverse video, and clockwise and counter-clockwise rotation.	I	Y	
34.8.	The imaging software must support a variety of storage methods.	I	Y	
34.9.	The imaging software interface must support the ability to create and/or add objects through a scanner and file importation facility.	C	Y	Images can be created by scanning into the index from an image capture device or importing an existing image.
34.10.	The imaging software must support the ability to print and fax any object on existing Windows print or fax devices.	I	Y	
34.11.	The imaging software must support bi-tonal, gray scale, and color scanners.	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
34.12.	The system must allow for the entry of backfiled indexing for all modules and provide both manual or batch mode.	C	M - \$0	The Advanced Backfile module will allow Anthem to provide manual and batch mode processing of legacy OPR, Birth, Death, Marriage, and Assumed Names documents.

OPERATING SYSTEMS SOFTWARE REQUIREMENTS

35. Server

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
35.1.	The preferred operating system is AIX or Windows 2000 Server/Advanced Server platforms in a high availability environment with redundant servers including database.	C	Y	
35.2.	Web-enabled applications can be accessed using Internet Explorer 5.5 or later version.	I	Y	
35.3.	The system must provide backup and recovery software.	C	Y	
35.4.	The system must be able to support incremental and full backups. Please describe.	C	Y	The proposed system includes advanced, fully automated data backup software, VERITAS Backup Exec professional, and a Dell PowerVault tape autoloader and library backup unit. VERITAS Backup Exec for Windows NT/Windows 2000 offers comprehensive data

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				protection and automated disaster recovery. Backup strategies can include full, differential, and incremental backup methods. Backup jobs will be automated to run on a scheduled basis and will not interrupt normal business operations.
35.5.	The product is accessible over a TCP/IP Ethernet network.	C	Y	
35.6.	The vendor must provide clearly defined procedures for updating the file servers.	I	Y	
35.7.	If necessary, the vendor must provide personnel to perform the file server updates.	I	Y	
35.8.	The vendor must provide help desk support for file server updates.	I	Y	

36. Workstations

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
36.1.	All workstations must have anti-virus software. The County requires McAfee anti-virus software.	I	Y	
36.2.	All software must be configured to use the maximum video display.	I	Y	Anthem is configured to use the maximum video display resolution.
36.3.	All driver software must be constant across all workstations.	C	Y	
36.4.	All major applications in the new system must have an icon on the workstation desktop.	I	Y	The BearingPoint Team will set up the initial Anthem shortcut on the desktop. The Clerk's office is responsible for other applications.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
36.5.	All workstations must have the same software configuration.	C	Y	All workstations will have the same basic software configuration. Small differences may exist at workstations where special drivers are needed for the plat scanner and Kodak archive writer, or similar.
36.6.	PC's must have the most current version of the Windows XP operating system.	I	Y	The BearingPoint Team will initially set up workstations for the most current version of Windows XP. Following system implementation, any future OS updates to workstations will be the responsibility of the Clerk.
36.7.	Manuals must be provided for all application software tools included with each PC in hard or soft copy.	I	Y	

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**HARDWARE REQUIREMENTS**

The County requests vendors to recommend all hardware necessary to run the system efficiently and effectively. The County estimates a minimum of 30 public viewing stations, 15 cashiering stations, two high volume scan stations, three mid-range scan stations plus two mid-range scanning stations for Probate and Civil Courts, and eight

administration stations. The County estimates a minimum of two high-volume laser jet printers and 12 desktop laser jet printers. The County estimates the following for satellite offices: 14 cashiering stations and 12 desktop printers.

37. Network Components

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
37.1.	The network and all of its components, including routers, hubs, and PC cards, must run at 100Base-T, and must use TCP/IP communication protocol.	C	Y	
37.2.	Cables in the network must be of Category 5e specification, and have the capability to run at 100 mbps.	C	Y	
37.3.	In order to optimize network bandwidth/speed the vendor should include recommendations for routing and switching on the network.	I	Y	Full recommendations regarding network routing and switching will be provided following the Business Process Analysis.
37.4.	All PC workstations, servers, and system peripherals must be fully compliant with the County's network specifications.	C	Y	

38. Server

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
38.1.	Servers must contain appropriate memory and disk space to properly execute system processes, store all converted index and images plus ten years of data and provide acceptable response time.	C	Y	
38.2.	Servers must be rack mountable	I	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
38.3.	Server includes unattended automated tape backup system	I	Y	
38.4.	Servers must have ability to connect to SAN.	I	Y	
38.5.	The system must also provide protection against memory and data loss due to power surges and/or outages.	I	Y	
38.6.	Dallas County prefers Dell PowerEdge and IBM RS6000 Servers.	I	Y	

39. Workstations

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
39.1.	The vendor must provide a specification list for all workstations, including version numbers and manufacturers.	I	Y	
39.2.	PC's must have appropriate memory to execute all applications.	C	Y	
39.3.	PC's must have appropriate hard disk space to execute all applications.	C	Y	
39.4.	All PC's assigned to County staff would require CD-R drives.	I	Y	
39.5.	PC's must have a 101-key enhanced keyboard.	I	Y	
39.6.	PC's must have a Microsoft Windows compatible mouse with wheel or optical mouse alternative.	I	Y	
39.7.	The County prefers Dell PC's.	I	Y	
39.8.	The County prefers a minimum of 512 MB of memory on all PC's.	I	Y	
39.9.	Workstation monitors for public research, scanning stations, and administrative should be at least 19 inch flat panel.	N	Y	
39.10.	Cashiering station monitors should be at least 17 inch flat panel.	C	Y	

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This primary use of high volume scanners is for Official Public Records for documents received through the mail and batches from title companies.

40. Scanners—High Volume

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
40.1.	Scanning speed for the recommended resolution must be appropriate for 20,000 pages per 8 hour shift.	C	Y	
40.2.	Digital Scanners must function with controlling software operational under Windows XP.	I	Y	
40.3.	Digital Scanners must have automatic paper size detection.	C	Y	
40.4.	Digital Scanners must use compression techniques that create industry standard image files.	C	Y	
40.5.	Digital Scanners must support duplex scanning.	C	Y	
40.6.	Digital Scanners must support automatic document feeder (ADF) scanning with a capacity of no less than 250 sheets.	C	Y	
40.7.	Must support 200- 400 DPI images.	C	Y	
40.8.	Must support mixed paper sizes (letter and legal sized) in a single batch.	C	Y	
40.9.	Must support paper sizes up to 8.5 X 14	C	Y	

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**41. Scanners—Mid-Range Volume**

The primary use for Mid-range scanners is for Official Public Records documents received over the counter and returned instantly and for Vital Statistics records.

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
41.1.	Scanning speed for the recommended resolution must be appropriate for instant return of documents received via walk-in customers.	C	Y	
41.2.	Digital Scanners must function with controlling software operational under Windows XP.	I	Y	
41.3.	Digital Scanners must have automatic paper size detection.	C	Y	
41.4.	Digital Scanners must use compression techniques that create industry standard image files.	C	Y	
41.5.	Digital Scanners must support duplex scanning.	C	Y	
41.6.	Digital Scanners must support automatic document feeder (ADF) scanning.	C	Y	
41.7.	Digital Scanners must have a flat bed scanning capability for documents that do not conform to a standard page size, or for odd size documents.	C	Y	
41.8.	Must support 200- 400 DPI images.	C	Y	
41.9.	Must support paper sizes up to 11 X 17	C	Y	

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42. Scanners—Mid-Range Volume for Probate and Civil Courts

The primary use for these Mid-range scanners is scan Probate and Civil Court records.

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
42.1.	Scanning speed for the recommended resolution must be appropriate for a minimum of 37,000 pages per year for Civil Court and 173,000 pages per year for Probate Courts.	C	Y	
42.2.	Scanners have the ability to send images to microfilm creating device or other media.	C	Y	
42.3.	Digital Scanners must function with controlling software operational under Windows XP.	I	Y	
42.4.	Digital Scanners must have automatic paper size detection.	C	Y	

43. Scanners—Plat Scanner/Printer

The primary use for Plat scanners is for processing maps and plats.

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
43.1.	Plat scanner must support scanning at 200- 400 DPI.	C	Y	
43.2.	Plat Scanner must function with controlling software operational under Windows XP.	I	Y	
43.3.	Plat Scanner must have automatic paper size detection.	C	Y	
43.4.	Plat Scanner must use compression techniques that create industry standard image files.	C	Y	
43.5.	Plat Scanner must have the capacity to scan standard plat sizes which are 24"x36" (standard) and 24"x30".	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
43.6.	Plat Printer must be available over the network.	I	Y	

44. Laser Printers

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
44.1.	Printers must be capable of printing on letter size and legal size paper.	C	Y	
44.2.	Printers must be able to print twenty-four (24) or more pages per minute.	C	Y	
44.3.	Printers must be equipped with network interface cards, so they can print directly from the network (as opposed to printing from dedicated workstations).	I	Y	
44.4.	Dallas County prefers HP printers.	I	Y	

45. Cash Drawers and Receipt Printers

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
45.1.	Cash drawers will be interfaced directly to the cashiers' workstations.	C	Y	
45.2.	Validation printers will be interfaced directly to the cashiers' workstations.	C	Y	
45.3.	A single, integrated printing device will be used to print receipts, and endorse checks.	C	Y	
45.4.	The receipt/validation printer must be high speed and have impact capability to endorse checks	I	Y	
45.5.	Receipt printer and locking cash drawer are integrated with cash drawer workstations.	C	Y	

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**46. Document Validation Label Printers**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
46.1.	Validation printers will be interfaced directly to the cashiers' workstations.	C	Y	
46.2.	The label printer will support transparent or clear labels and the full name of the County Clerk.	C	Y	

The County prefers Kodak Archive Writer. The Recording Department currently uses 16mm microfilm.

47. Microfilm Creating Device

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
47.1.	Converts digital images to an analog format and film media.	C	Y	The BearingPoint Team is proposing the Kodak Archive Writer model i9610 for use at the Dallas County Clerk's office.
47.2.	Converts TIFF images to 16mm silver halide-based film.	C	Y	
47.3.	Writes up to 240 letter size images per minute at 40:1 reduction.	C	P	The proposed Kodak Archive Writer model i9610 is specified at 200 images per minute at 40:1 compression. Although this does not fully meet the requirement in this section, the BearingPoint Team recommends this model to the Clerk for reasons of cost and overall performance. If the i9610 is not satisfactory to the Clerk, the BearingPoint Team can

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
				substitute the model i9620, specified with a rated throughput of 400 images per minute at 40:1 compression. The i9620 is available at the additional cost shown in Section 19.0, <i>Cost Quotation</i> .
47.4.	Standard 215 foot/roll cassette length.	I	Y	
47.5.	Unattended writing of 16mm film.	C	Y	
47.6.	Two 16mm rolls can be loaded and written to simultaneously.	C	Y	
47.7.	Ability to automatically back up images to film during the scanning process.	C	Y	
47.8.	Connects via SCSI or Ethernet.	C	Y	
47.9.	Appears as drive on system.	C	Y	
47.10.	Accepts bi-tonal TIFF image files; uncompressed or Group III or IV compressed.	C	Y	
47.11.	Accepts image resolutions of 100 to 600 dpi.	C	Y	
47.12.	Scales images automatically from 20:1 to 60:1 reduction.	C	P	The proposed Kodak Archive Writer model i9610 is specified for compression factors of 24:1 through 40:1 inclusive. The BearingPoint Team is not aware of an alternate that will meet the requirement in this section.
47.13.	Adds image-mark coding to film.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
47.14.	Writes to one or two rolls of film for optional backup and security.	C	Y	

SYSTEM SECURITY**48. System Security**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
48.1.	Each user will have a unique logon name and unique password.	C	Y	
48.2.	Each user may maintain their logon password.	I	Y	
48.3.	Only alphabetic and numeric characters are acceptable for passwords.	I	Y	
48.4.	Each user will have a security profile, which controls access throughout the entire Recording system, including all applications.	C	Y	
48.5.	Application access will be configurable in the user security profiles.	I	Y	
48.6.	Menu selection access will be configurable in the user security profiles.	I	Y	
48.7.	Add, Modify, and Delete capabilities will be configurable for each screen that uses database records.	C	Y	
48.8.	The addition, modification, and deletion of application data records will be configurable in the user security profiles.	C	Y	
48.9.	The system security must allow for an Inquiry user profile to be created. This user would only have the capability to view records.	C	Y	
48.10.	The system supervisor will have the ability to restrict access to certain system printers for each user profile.	I	Y	
48.11.	The Security application must provide a set of screens that allow the supervisors to add, modify, and delete user security profiles.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
48.12.	The user security profile for the system supervisor can never be deleted, and is automatically created when no user security profiles exist.	C	Y	The system will always maintain an Anthem administrator-level profile. Users can be disabled, but not deleted.
48.13.	A default user security profile template must exist and will be available for use when each new user profile is added to the system.	I	Y	Existing profiles are used as defaults and can be easily copied to create new users.
48.14.	The Security application must give the supervisor the ability to clone a user security profile when the need to add the same or similar profile arises.	I	Y	
48.15.	The security screen, which gives a user the security clearance for each application, must have the names of each application stated clearly.	I	Y	Group administration, where security profiles are created, clearly shows each application.
48.16.	The security screen, which gives a user add, modify, or delete capabilities for each application's data records, must have the names of each application stated clearly.	I	Y	Group administration, where security profiles are created, clearly shows each application and its functions.
48.17.	The security screen, which gives a user access to certain system printers, must state the name of the printer clearly, along with a description detailing the location and function of the printer.	I	Y	Printer access is controlled outside Anthem, within network security.
48.18.	The Security application must provide a report, which lists all user security profiles in the system.	I	M - \$0	
48.19.	The Security application must provide the ability to deactivate users so they do not have access to the system.	C	Y	
48.20.	The Security application must provide a report which lists all printers and which users have access to each printer.	I	Y	This information must come from a report generated by the operating system.
48.21.	The system database must be password protected with a password that allows read-only capability, and a password, known only by the vendor and the Clerk's System Administrator, that gives read/write access to all database files.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
48.22.	All users of the new system must have a log on password which establishes a particular user's Security Profile.	C	Y	
48.23.	Maintenance software must be restricted to certain personnel only.	I	Y	
48.24.	Operating systems used on file servers must contain a full set of system security. Third party security packages will be considered, if the vendor is familiar with a particular package.	I	Y	The operating system will include a full set of system security.
48.25.	Only Clerk's Information Systems Operations and System Administration personnel will be given access to any operating system commands.	C	Y	
48.26.	Any servers used must have all software folders restricted to System Administration personnel only. Users must be given a folder/sub-folder area for storage of user-created files.	C	Y	
48.27.	All workstations must be password protected at power up and at the screen saver.	I	Y	
48.28.	The system will maintain a log indicating the user id associated with any changes to the tables.	C	Y	
48.29.	Ability to secure critical data elements such as social security numbers or credit card numbers at field level.	C	Y	All sensitive data, including social security numbers, can be secured to prevent unauthorized viewing and access. Credit card numbers are collected outside the Anthem application.

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**IMPLEMENTATION SERVICES****49. Implementation Services**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
49.1.	Schedule and coordinate installation of the mandatory application software.	C	Y	
49.2.	Schedule and coordinate data conversion for integrated application software modules and mapping of existing data to new system.	C	Y	
49.3.	Schedule and coordinate classes needed for staff training.	C	Y	
49.4.	Coordinate site preparation with County Staff.	C	Y	
49.5.	Schedule and coordinate installation of proposed hardware (CPU, disk storage, to add on to existing backup).	C	Y	
49.6.	Schedule and coordinate installation of operating system software.	C	Y	
49.7.	Schedule and coordinate installation of ad hoc query language software.	C	Y	
49.8.	Schedule and coordinate installation of peripherals (workstations, printers, optical storage, and scanners).	C	Y	
49.9.	Schedule and coordinate installation of interfaces to both outside agencies and other County applications.	C	Y	
49.10.	Schedule and coordinate installation of the relational database.	C	Y	
49.11.	This project will receive the full attention and support of the vendor. As a result, the vendor will place key people onsite during the development, installation and training effort.	C	Y	
49.12.	The product must include complete training material (manual or automated) to provide for initial and ongoing training requirements.	C	Y	
49.13.	Provide training to external users of the system, particularly customers with accounts with the County including Title Companies, Appraisal District, research companies, etc.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
49.14.	The vendor has the financial and human resources to support a project of this size within the specified time frame.	C	Y	
49.15.	The vendor approach and recommended installation time frame must meet the required County deadlines.	C	Y	
49.16.	Based on Dallas County volume, vendor will make staffing recommendations in order to maintain acceptable service levels.	C	Y	
49.17.	Vendor will submit a change management plan with RFP	C	Y	

MAINTENANCE AND SUPPORT**50. Maintenance and Support**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
50.1.	The product is supported through a 24-hour a day 7 days per week product support line staffed by business and technical professionals.	C	Y	The BearingPoint Help Desk is maintained from 7:00 AM to 7:00 PM Central time, accessible through our toll-free 800 number and e-mail. A dedicated, toll-free customer support fax line is accessible 24 hours per day, 7 days per week. The BearingPoint Team will also make available to the County Clerk's office a support representative on a 24 hour, 7 days per week basis.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
50.2.	The vendor has a record of responsiveness to the needs of its installed customer base. Specifically, the vendor will respond to all problem requests received from the County. An initial response will be received within 2 hours, critical problems will be addressed and resolved within 24 hours, with all other production problems addressed and resolved within 48 hours. If the need arises, the vendor will have individuals on-site.	C	Y	
50.3.	The vendor offers an extensive, flexible, and competitively priced maintenance agreement.	I	Y	
50.4.	The County will receive priority service for product modifications and releases.	I	Y	
50.5.	There is a provision for technical documentation including a complete data element dictionary.	I	Y	The BearingPoint Team will provide a thorough technical manual that specifies each column, data type, field length, and null/not null flag for each table used by Anthem in the database.
50.6.	The system gives appropriate procedures for correcting the errors through online prompts.	I	Y	
50.7.	There is a provision for non-technical, complete, and easy-to-read user documentation, including reports, online functions, screen illustrations, data entry requirements and diagrams of table links.	I	Y	
50.8.	The system provides online help features at all screen and field levels.	I	Y	
50.9.	The system provides user-defined help message text.	I	Y	
50.10.	The system provides instructional screen prompts that assist the user in data entry, without the need to enter the help system.	I	P	Anthem provides instructional screen prompts for Official Public Records. Other Anthem applications include comprehensive online Help.

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
50.11.	The system provides an online help facility that is context sensitive.	I	Y	
50.12.	The product source code, data analysis, and any other information are provided thereby giving the County complete documentation.	I	Y	Source code will be placed in escrow.

DATA CONVERSION AND UPGRADES**51. Data Conversion and Upgrades**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
51.1.	<p>The ACS 20/20 PerfectVision 400 has the following information available:</p> <ul style="list-style-type: none"> • 1/2/1964-present – index only • 1974 – present – the index and images are available <p>Index and images currently available on the system will need to be converted.</p> <p>Approximate volume of Real Property information:</p> <ul style="list-style-type: none"> • 12,600,000 Instruments • 10,500,000 Pages • 35,300,000 Names 	C	Y	
51.2.	The vendor should refer to Appendix L for the Real Property file layout.	C	Y	
51.3.	The system provides for version change control to maintain update modification information for support purposes.	C	Y	
51.4.	County, through its current vendor, will provide a copy of the data dictionary showing all tables, fields, attributes and relationships and a full data export of the DB2 database in industry standard CSV format.	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
51.5.	<p>The following lists the approximate record count of Vitals Statistics, Assumed Names, and other Miscellaneous files that are maintained on the County's mainframe, FORVUS. These index records will need to be converted.</p> <ul style="list-style-type: none"> • Birth 236,008 • Death 116,270 • Marriage 531,681 • Assumed Name 996,710 • Finance (UCC) 595,321 • Miscellaneous 1,020,529 	C	Y	
51.6.	<p>Upon conversion of real property records, the vendor will produce exception reports listing the following:</p> <ul style="list-style-type: none"> - Missing instrument numbers - Instruments with no grantors - Instruments with no grantees - Instruments with no legal description - Invalid dates Instruments with no images (1974 present) - File date and volume number mis-match Others as determined 	C	Y	
51.7.	<p>Upon conversion of Marriage records, the vendor will produce exception reports listing the following:</p> <ul style="list-style-type: none"> - Missing instrument numbers - Marriage records with no bride/groom names - Invalid dates - Missing marriage application dates - Missing marriage license dates, as applicable - Missing record type - Missing volume or page - Others as determined 	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
51.8.	Upon conversion of Birth records, the vendor will produce exception reports listing the following: <ul style="list-style-type: none"> - Missing registrar file numbers - Birth records with no child name - Birth records with no mother name - Invalid dates - Missing sex - Missing birth place - Missing volume or page - Others as determined 	C	Y	
51.9.	Upon conversion of Death records, the vendor will produce exception reports listing the following: <ul style="list-style-type: none"> - Missing registrar file numbers - Death records with no deceased name - Invalid dates - Missing sex, race, and/or age - Missing place of death - Missing residence location - Missing cause of death - Missing volume or page - Others as determined 	C	Y	
51.10.	Upon conversion of Assumed Names records, the vendor will produce exception reports listing the following: <ul style="list-style-type: none"> - Missing registrar file numbers - Invalid dates - Missing record type - Missing business name - Missing owner's names - Others as determined 	C	Y	

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**OUTSOURCED SERVICES**

Indexing for Real Property recordings is currently outsourced. The County will continue to outsource Real Property indexing and expand the outsourcing to include the indexing of Assumed Names

and other miscellaneous documents (UCC, federal tax liens, etc.). Dallas County is open for recommendations as to the specific process.

52. Indexing Real Property and Assumed Names Records

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
52.1.	On a periodic basis, at a minimum of one time per day, the image files will be transmitted to the indexing firm.	C	Y	
52.2.	Indexing must conform to Texas Statutes at all times.	C	Y	
52.3.	The recording system has the ability to push a range of documents (available index & associated images) to a 3rd party via secured internet transmission.	C	Y	
52.4.	<p>The fields to be indexed are:</p> <ul style="list-style-type: none"> • Document Number (*) • Recorded Date and Time (*) • Number of Pages (*) • Document Type (*) • Grantors • Grantees • Property Description • Volume or Abstract • Page or Survey • Lot □ Block • City Block • Addition • Town • Return address (for documents being returned via mail) <p>(*) These fields will be indexed by the County during cashiering and will be supplied to the vendor for further indexing.</p>	C	Y	

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ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
52.5.	Verification for key fields is required by blind re-key verification. The following fields are to be verified: <ul style="list-style-type: none"> • Grantors • Grantees 	C	Y	
52.6.	Images that are not legible or suspected to be of poor scanning quality will be flagged as an exception.	C	Y	
52.7.	Turnaround time for batches with fewer than 5,000 documents is 24 hours.	C	Y	
52.8.	Turnaround time for batches with over 5,000 documents is 48 hours.	C	Y	
52.9.	Accuracy rate must be a minimum of 99.95%.	C	Y	
52.10.	The vendor is responsible for updating the County's database with the index data with no service interruption.	C	Y	
52.11.	When the data is transmitted to the County, a transmit report is available showing number of documents indexed with an exception report.	C	Y	
52.12.	Please describe the qualifications of the personnel assigned to abstract data from the legal documents.	C	Y	

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**53. Optional Services: Microfilm Creation, Development & Storage**

ITEM	REQUIREMENT	WEIGHT	RESPONSE CODE	COMMENT
53.1.	Vendor can provide optional turnkey outsourcing services for the creation, development and storage of microfilm.	1	Y	
53.2.	Vendor can provide optional outsourcing services for microfilm storage. The storage of microfilm complies with the State Library statutes. (Include pricing in Options Cost Table below).	1	Y	
53.3.	Dallas County will require an adequate area for storage of microfilm. Current cubic foot storage space estimates are approximately 1752 cu. ft on shelves or approximately 1078 cu. ft. with boxes stacked (i.e., no shelves).	1	Y	

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14.0 IMPLEMENTATION SUPPORT AND TRAINING

Project Organization

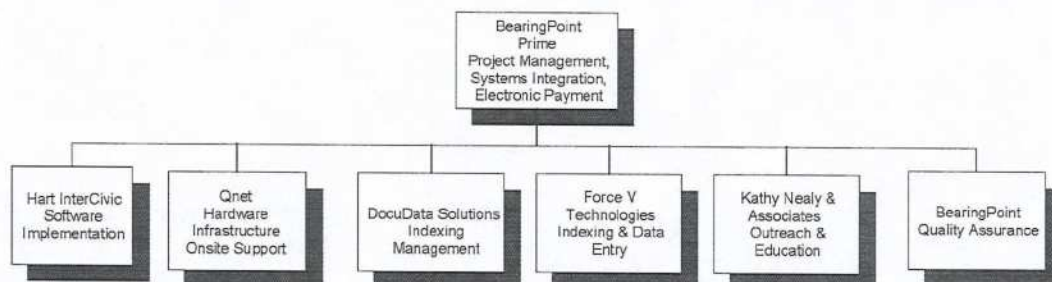
BearingPoint understands that developing and implementing a new recording, indexing and imaging system is a large and complex series of tasks. No single company can meet all of your needs, which is why BearingPoint has assembled a team of experienced industry leaders that together will deliver to the County a the system that meets their needs.



Hart InterCivic, the leader in eGovernment applications for the management of and access to county records. Hart InterCivic will be responsible for the implementation, localization and configuration of the Anthem application and data conversion.



Qnet, a network technology firm, that provides technology solutions, service, support, project management, hardware and



As the prime contractor, BearingPoint will be responsible for the overall success of this project. Our professionals will provide a broad range of services to the County, including:

- Project management
- Systems integration
- Electronic payment
- Quality control
- Quality assurance
- Risk management
- Hosting services

Our project partners augment BearingPoint's strengths.

software maintenance. They will provide third-party applications, hardware, service, and support.



Kathy Nealy & Associates, professionals in developing education and marketing campaigns to promote the county's eServices.

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DocuData Solutions, a group of professionals who understand the management of complex indexing systems. They will be responsible for indexing, index verification and mailroom management.



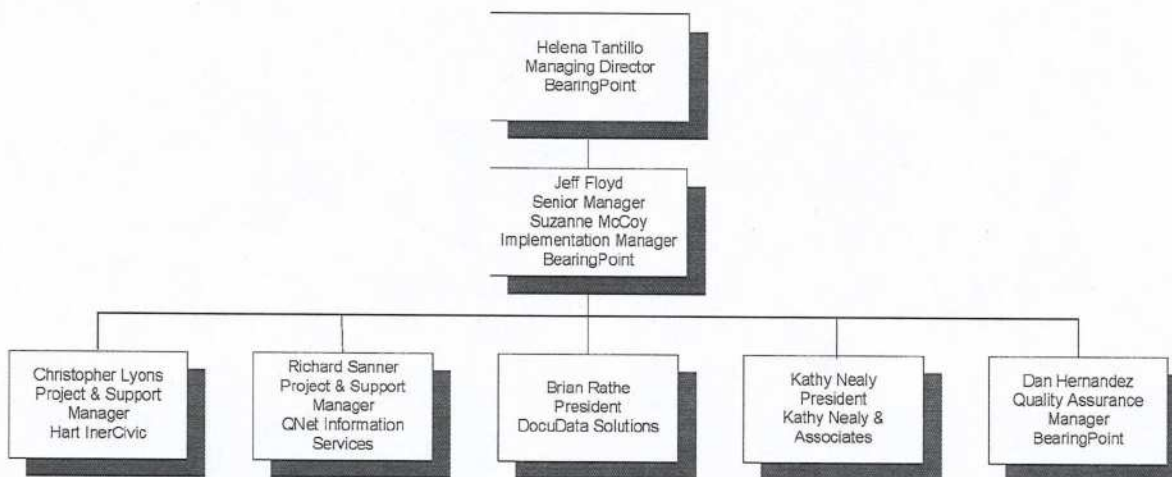
Force V Technologies, providers of high-quality offsite and onsite staffing.

Their staff will be assisting with the indexing functions.

All project partners are integral members of the BearingPoint Team as we move forward to deploy the Dallas County Clerk's Office Recording, Indexing, and Imaging System. Resumes of key team members are located at the end of this section.

Implementation Methodology

The following organization chart shows the key team members responsible for the implementation of the County Clerk's Office system.



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**Overview**

The BearingPoint Team has been providing technical project management and software development services to the public sector for over 50 years. BearingPoint's Project Management Methodology (PMM) was developed from that experience. It is designed to organize each project component into a seamless and integrated solution; it has been used successfully in hundreds of system implementations. The BearingPoint Team is certified at CMM Level 3 and is working towards level-4 certification.

The Software Capability Maturity Model (SW-CMM) was developed at the Software Engineering Institute in 1986. The model was based on the idea that the quality of a software system is highly influenced by the quality of the process used to develop and maintain it.

The SW-CMM has come to be a standard tool for appraisals and process improvement efforts. It is becoming more and more necessary for contracting with government agencies and for staying on top in the fast-paced world of software development.

The top-level structure of CMM is made up of five maturity levels:

- *Level 1 – Initial.* The process is unpredictable and poorly controlled
- *Level 2 – Repeatable.* The process is defined at project level & tasks can be mastered & repeated.
- *Level 3 – Defined.* The process is characterized and fairly well understood at an organization level.
- *Level 4 – Managed.* The process is measured and controlled using statistical techniques.
- *Level 5 – Optimizing.* There is focus on process improvement on a continuous basis.

Above level 1, each maturity level is decomposed into several key process areas that indicate the areas an organization should focus on to improve its software process. Key process areas (KPA's) identify the issues that must be addressed to achieve a maturity level. The table below maps the KPAs to each maturity level.

Maturity Levels	Key Process Areas	Results
Level 5. Optimizing Focus on: Continuous process improvement	<ul style="list-style-type: none"> ▪ Process change management ▪ Technology innovation ▪ Defect prevention 	Quality and Productivity
Level 4. Managed Focus on: Product and process quality	<ul style="list-style-type: none"> ▪ Quality management ▪ Process measurement and analysis 	
Level 3. Defined Focus on: Engineering process	<ul style="list-style-type: none"> ▪ Peer reviews ▪ Intergroup coordination ▪ Software product engineering ▪ Integrated software management ▪ Training program ▪ Organization process definition ▪ Organization process focus 	
Level 2. Repeatable Focus on: Process management	<ul style="list-style-type: none"> ▪ Software configuration management ▪ Software quality assurance ▪ Software subcontract management ▪ Software project tracking and oversight ▪ Software project planning ▪ Software requirements management 	Risk
Level 1. Initial Focus on: Individual	<ul style="list-style-type: none"> ▪ None 	

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In addition to being CMM Level 3 certified, the BearingPoint Project Manager and Client Manager have each earned the Project Management Professional (PMP) designation administered by the Project Management Institute.

PROJECT IMPLEMENTATION PLAN METHODOLOGY OVERVIEW

The Dallas County Clerk's Office Recording, Indexing, and Imaging System project is divided into six discrete phases. Each of these phases (described below and in the project schedule in section 16) has a series of goals and tasks. Our approach to system implementation projects includes project management, change management, and risk management and vendor transition methodologies.

1.0: Inception Phase

- 1.1 Confirm Objectives, Scope, Benefits, and Risks
- 1.2 Develop Project Implementation Approach
- 1.3 Develop Resource and Infrastructure Plan
- 1.4 Develop Project Control Procedures
- 1.5 Develop Detailed Work Plan
- 1.6 Review Deliverables and Effort

2.0: Elaboration Phase

- 2.1 Develop Technical Specifications
- 2.2 Determine Functional Requirements
- 2.3 Determine Hardware Requirements
- 2.4 Physical Infrastructure Requirements
- 2.5 Determine Network Requirements
- 2.6 Baseline Requirements
- 2.7 Variance Analysis
- 2.8 Define Product Acceptance Criteria

3.0 Construction Phase

- 3.1 Package Software Configuration

- 3.2 Package Software Modifications
- 3.3 Custom Software Development
- 3.4 Data Conversion
- 3.5 Interface Development
- 3.6 Install Infrastructure
- 3.7 Unit, Interface and System Testing
- 3.8 Data Integration
- 3.9 Product Acceptance Testing

4.0 Transition Phase

- 4.1 System Rollout to Production
- 4.2 User Training
- 4.3 Prepare to Support Application

5.0 Production Phase

- 4.1 Implementation Closeout
- 4.2 System Support
- 4.3 Begin to Support Infrastructure
- 4.4 Project Closeout Reports
- 4.5 Project Closeout Meeting

The process includes the critical tasks and standard deliverables that are generally considered necessary for a successful technology implementation. The BearingPoint team will work with the client project team for acceptance and sign off for each major deliverable and at each major milestone.

The specifics of each phase are detailed on the following pages.

Inception and Elaboration Phases

The majority of the planning and strategy decisions occur during the inception and elaboration phases. Planning sessions will be conducted with the client team, project management, and stakeholders to review the project scope, goals, and objectives.

The primary goal of the elaboration phase is to achieve concurrence among all stakeholders on the lifecycle objectives for the

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project. These phases are of significance primarily for new development efforts, in which there is significant business and requirements risks that must be addressed before the project can proceed. The result of these phases is a requirements artifact set for the system.

For a project to succeed, all stakeholders need to understand both the current and proposed business processes. After this information has been exchanged, potential areas for concerns can be identified and gaps can be filled. The early identification of these issues dramatically increases the potential for completing the project on time and within budget.

The first part of this analysis is to gather the basic information about the Clerk's Office current method of conducting business. BearingPoint Team members will visit the worksite to understand how documents pass through the office and to establish a relationship with the users. During this phase, the BearingPoint Requirements Team notes the current recording process and workflow, and they will gather supporting document samples. In addition to the on-site requirements sessions, the project management staff assesses and identifies project risk.

Hart InterCivic has developed a requirements document specifically for deployments of the Anthem system. This Localization and Configuration Worksheet will be used for both software configuration and testing throughout the project.

The Project Management Plan and Project Schedule developed during these phases contain task and scheduling information for this project. A complete project schedule supporting the Dallas County Clerk's Office project is included in Section 16.0. The pro-

ject schedule included within this proposal is a suggested schedule based upon our current understanding of the requirements and an assumed contract execution date.

Objectives

- Establishing the project's software scope and boundary conditions, including an operational vision, acceptance criteria and what is intended to be in the product and what is not
- Discriminating the critical use cases of the system, the primary scenarios of operation that will drive the major design trade-offs
- Confirming scope and schedule for the entire project (and more detailed estimates for the build and test phase that will immediately follow)
- Identifying potential risks (the sources of unpredictability)
- Preparing the supporting environment for the project
- Identifying requirements and decide how they will be filled
- Checking data quality, interfaces and technical feasibility
- Defining the new business system in detail, aligning business processes with the software system
- Setting up the data base tables in the system
- Confirming the project is on track to realize the expected business benefits

Major Deliverables/Artifacts

- Signed Contracts
- Localization and Configuration Worksheet
- Baseline Work Plan
- Final Baseline Work Plan
- Management Plans
- Communication Plan
- Risk Management Plan
- Change Management Plan

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- Issue Management Plan
- Product Acceptance Criteria
- Test Plan

Major Milestones

- Documented Requirements
- Completed Anthem Localization and Configuration Worksheet

Construction Phase

The goal of the construction phase is to complete the development and configuration of the system based on the baseline architecture and requirements. In this phase, the production environment is established and tested prior to the full conversion and cut-over. Each of these activities has multiple steps, some of which may be performed concurrently.

Hardware Procurement and Configuration.

During this activity, the BearingPoint Team validates the proposed configuration with the Clerk's Office. After completing the review, the equipment is purchased. Some equipment is shipped to the Hart InterCivic headquarters in Austin, Texas, while the remainder of the components may be shipped directly to the customer. The servers will be configured in Hart InterCivic's lab, and then shipped to Dallas County. Workstations and workstation peripherals will be configured on-site. The Hardware Installation Team will set up the new hardware and configure Anthem onsite.

Software Configuration and Testing. Software will be configured based on the localization information gathered during the Elaboration Phase. After configuration is completed, we initiate a testing activity to verify that the software functions properly. After the Testing Team releases the software, it is installed on the customer hardware and is ready for release. We will complete the configuration and testing of the

software before delivery of the application to the customer. The result is software that has been thoroughly tested before it arrives at the customer site.

Training

User training will be a combination of instructor-driven lecture and student laboratory exercises. The combination of lecture and lab reinforces the training materials and promotes student knowledge retention. The typical approach for a topic may include instructor lecture on the topic, instructor demonstration of the topic, a student walkthrough of the topic at the appropriate workstations, and student participation in an exercise that reinforces the subject.

Objectives

- Complete unit testing and system development including required interfaces and reports
- Finalize user procedures
- Develop and test programs
- Carry out interface testing and obtain user sign-off (Product Acceptance Test)
- Confirm the project is on track to realize the expected business benefits
- Prepare for training of all staff

Major Deliverables/Artifacts

- Receive Hardware and Software
- Set Up Test Environment
- Tested Production Environment
- Data Conversion Requirements and Plan
- Data Conversion Report
- Completed Interface Testing
- Completed System Testing
- Test Results Report
- User Sign Off On Completed System
- Complete Unit Testing
- Complete Performance Test
- Major Milestones
- Authorization to proceed to the production/deploy phase

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- Successful Product Acceptance Test

Transition Phase

The primary objective of the Transition Phase is to bring the system into live production. At this point, the Clerk's Office has tested the system and is ready for cut-over.

Objectives

- Ensure that the production system is ready for go-live
- Transfer master data to the production database
- Ensure that all supporting functions are ready
- Complete training
- Move to production

Major Deliverables/Artifacts

- Trained and competent users
- A live, operational system

Major Milestones

- New system used in production

Production Phase

During this phase, post implementation reviews of the system are carried out, the implementation is completed and ongoing maintenance and support begins. After the customer begins using Anthem in a production mode, the BearingPoint Team begins the transition from the Implementation Team to the Support Team. This transitions the Clerk's information to the Customer Support Center, which is the Clerk's primary point of contact for daily questions and issues.

Objectives

- Complete hand over of system ownership to the client
- Confirm that the project is delivering the expected business benefits

Major Deliverables/ Artifacts

- A systems assessment
- A project completion report

Major Milestones

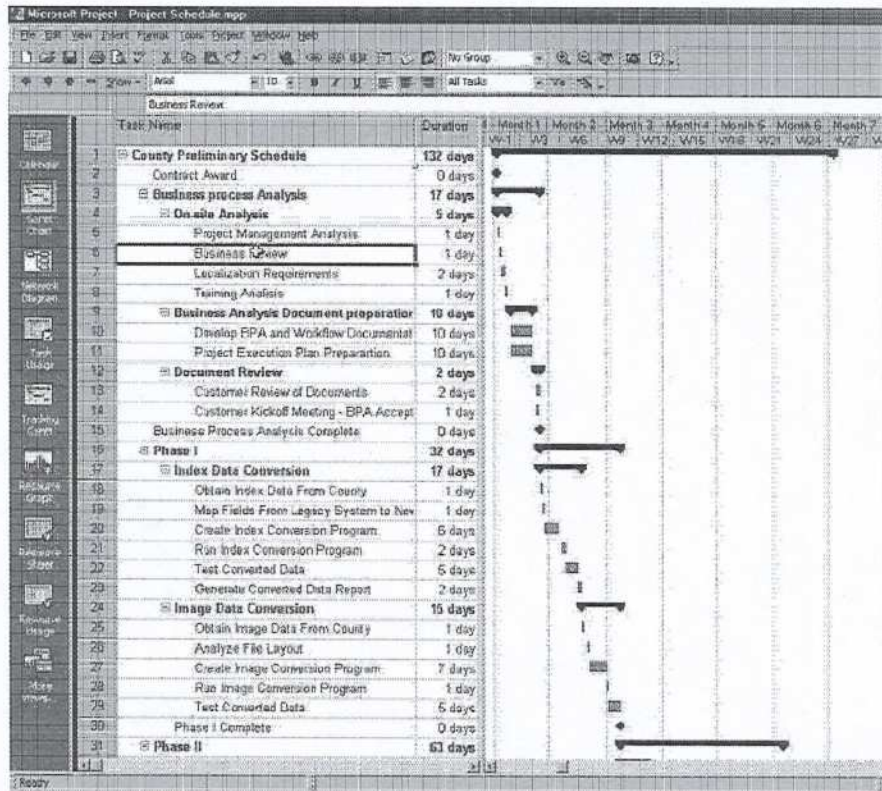
- Sign off on the completed engagement

Project Plan

The preliminary project plan for the Clerk's Office is provided in Section 16.0 of the proposal. A complete plan is developed in conjunction with Dallas County Clerk's Office project staff upon contract award. A typical project schedule is shown below:

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**Issue Management**

During the course of any project, various issues will arise related to concerns or questions about the project. Issues are normal project occurrences and cannot be completely avoided. Left unresolved, an issue will impede or prohibit project-related progress or development by delaying or suspending work effort. Effectively managing issues is a key element of BearingPoint Team's Project Management approach.

The primary objective of a structured process for issue management and resolution is to establish a standard method to document and analyze issues and approve and communicate issue resolutions. Our proposed issue resolution approach provides a formalized process for addressing the management of

issues through the implementation of specific project control procedures. The BearingPoint Team recommends that issue resolution occur at regular, periodic team meetings with our team and the County Clerk's project staff.

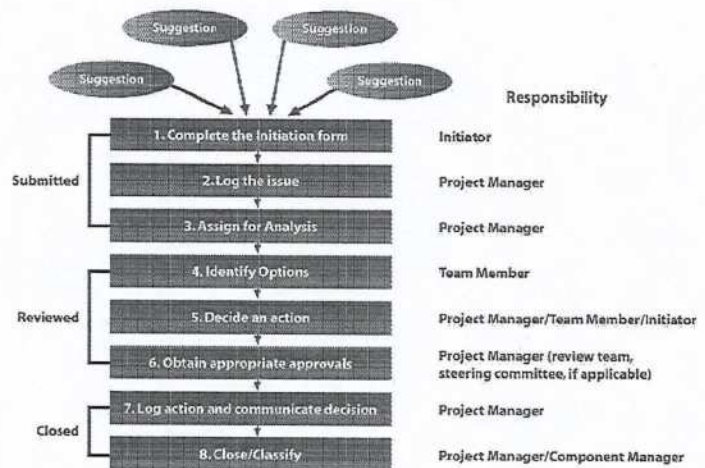
To adequately manage issues, the BearingPoint Team will use the Rational ClearQuest tool. Through a Web interface to ClearQuest, BearingPoint Team members will have access to submit issues, update issues, and run queries or reports to track issue progress. Dallas County Clerk's Office team members will be able to submit issues to the BearingPoint Project Manager for entry into the tracking system.

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**Issue Resolution Approach**

The figure below illustrates the activities associated with our issue resolution process. Each of the activities is described on the following pages.



1. <i>Complete the Initiation Form</i>	The initiator begins the issue resolution process by completing the Issue Initiation Form within the ClearQuest tool.
2. <i>Log the Request</i>	The request is logged and tracked throughout the resolution life cycle within the defined workflow of the ClearQuest tool.
3. <i>Assign For Analysis</i>	<p>Most issues will require research and analysis to evaluate impacts and identify alternative solutions. Generally, the project manager assigns a project team member working in the relevant area to the issue. In some cases, issues may be assigned to other individuals within the organization or to an external entity.</p> <p>Analysis work often involves additional discussion with the originator of the issue to ensure all salient points are considered. Research may be required to identify the impact of the issue. In addition, a cost-benefit analysis may be required.</p> <p>At the conclusion of this step, a decision may be reached to consider the issue resolved or closed. An issue may be resolved by the acquisition of additional information during the analysis process.</p>
4. <i>Identify Options</i>	After thorough analysis, the assigned project team member should identify relevant options for resolving the issue. Options should include both costs and benefits, with any impact on the project schedule or resource assignments clearly identified.
5. <i>Decide on Action</i>	<p>The project manager, initiator of the request, and the assigned project team member will often be able to decide on a course of action. Depending upon the size and impact of the issue resolution decision, additional concurrence may be required.</p> <p>At this point, some issues will be canceled or deferred on the basis of the impact of the various options identified.</p>
6. <i>Obtain Appropriate Approvals</i>	Approval of the BearingPoint Project Manager and County Project Manager will be required prior to closure of an issue. If separate review teams have been established for the issue, additional approval from these specialized teams is also required.
7. <i>Log Action and Communicate Decision</i>	Once final decisions are approved, the issue resolution log will be updated. Similarly, the final decision will be communicated to the requester and other interested parties.
8. <i>Issue Closure/ Classification</i>	The submitted issue is closed upon resolution. The reported item is not an issue it is interpenetration and can be classified as a Change Request, Risk, or Defect will transition into the Risk or Change Request or Defect management process.

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**Issue Resolution Process**

The BearingPoint Project Manager utilizes the ClearQuest queries and reports to track and report on issue status and progress throughout the duration of the project. The reporting tools within ClearQuest allow the project manager to track timeframes for issue resolution—as well as identify issues that may have been delayed, deferred or overlooked—and outline the steps for escalation and resolution. Project issues are discussed with the project team during weekly project status meetings and recorded in regular status reports.

- Status tracking to resolution/mitigation
- Making information regarding issues available to team members
- Issue traceability to project tasks, requirements, or artifacts
- Audit trail and version management
- Summary and drilldown reports
- Alerts on issue status change

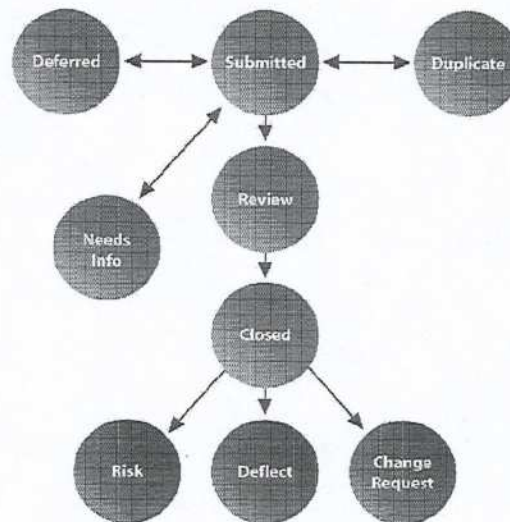
Workflow Overview

The issue management workflow diagram below identifies the various states of a reported issue during the resolution process.

Issue Tracking

Tracking issues in an organized and consistent manner improves the quality of a product and the execution of projects. Rational ClearQuest facilitates issue tracking through its workflow management structures. ClearQuest automates the following tasks:

- Issue creation, storing issues and assignment
- Reviewing and obtaining approval for actions
- Workflow assignment and routing
- Maintaining the lifecycle of issues by providing information about past actions, latest issues developments, and the current status of issues
- Reporting on individual issues to follow their progress in the overall process as well as analyzing issues on a macro level for project status



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Definition of Issue States

States represent the status of individual issues in the workflow. The following list defines the terms used in identifying *states* of individual issues:

<i>Submitted</i>	All new records start in this state. The project team will evaluate the records in this state to determine the next course of action.
<i>Assigned</i>	Once the project team evaluates a submitted record, it is assigned to an owner who will be responsible for resolving the issue. Project team members monitor records in the "assigned" state to track any new assignments for which they are responsible. The tool also facilitates communication through the use of an email notification to the assigned party.
<i>Review</i>	The owner of a record will move it into this state once they start working on resolving the issue. The owner is required to supply an estimated completion date for the issue to be resolved. The owner will perform the actions that need to be taken to resolve this or classify the issue as a Risk, Change Request, or a Defect.
<i>Closed</i>	Once the issue has been properly reviewed, resolved or classified, it is closed. Frequently the submitter of the issue will be involved in the issue closure; nevertheless, the tool will facilitate closure of the communication loop through automatic e-mail notification to the submitter of the request upon the transfer of the issue into the "closed" state.
<i>Deferred</i>	On occasion, the project team will need to delay the processing of an issue (as opposed to withdrawing or assigning), so the record becomes deferred. The tool facilitates open communication via e-mail notification to the issue submitter of the change in state.
<i>Needs Information</i>	The project team will move records into this state if the submitter was unclear in their issue. The tool facilitates open communication via e-mail notification to the issue submitter of the change in state and prompts the submitter for more information.

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**CHANGE MANAGEMENT****Change Management Approach**

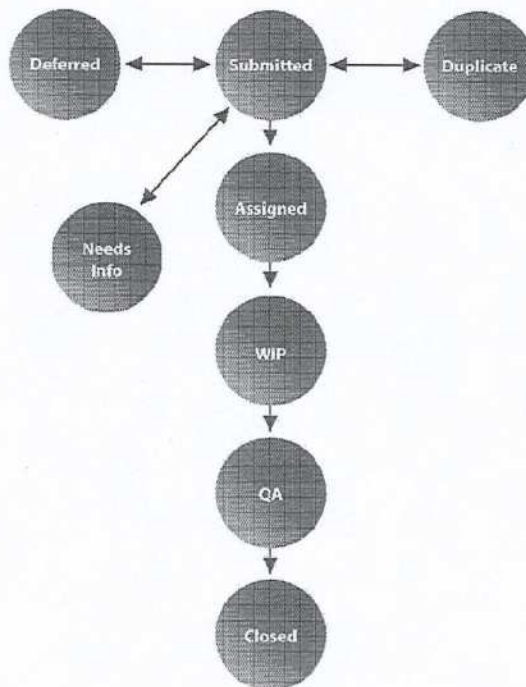
The BearingPoint Team will utilize the Unified Change Management (UCM) methodology to manage change within this project. In an effort to proactively address issues as they arise, the BearingPoint Team will utilize tools from the Rational Suite Enterprise, which provides an integrated solution of applications for cross-functional teams involved in quality software development. Rational ClearQuest will be used for system change management.

Change Request Tracking

Rational ClearQuest is a workflow management tool that will be used to track all Change Requests. This tool will allow the project team to monitor and manage change requests throughout the project lifecycle with charts, queries, and a variety of reports. Additionally, ClearQuest will allow the project team to track timeframes for change requests—including detailed information regarding requests that may have been delayed, deferred, or overlooked—and escalation procedures to resolve outstanding issues.

Change Request States

The change request workflow, shown below, allows us to track the various states that a change request may pass through during the resolution process.

*Definition of Issue States*

States represent the status of individual change requests in the workflow. The following list defines the terms used in identifying states of individual *states* of individual change requests.

- *Submitted.* All new records begin in this state. The leads within Technical and Functional teams will evaluate the submitted records to determine the next course of action.
- *Assigned.* Once the record has been initially evaluated by the team leads, the record is assigned to an owner who will be responsible for resolving the request. Project team members monitor records in the Assigned state to track any new assignments for which they are responsible. The tool also facilitates

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communication through the use of an email notification to the assigned party.

- *WIP (Work In Progress).* The owner of a record will move the record into this state once they start working on resolving the request. Record owners are required to supply an estimated completion date.
- *QA.* Once an owner finishes working on the request, it moves into the QA state for quality assurance within the Technical Team.
- *Closed.* Once the request has been properly measured for Quality Assurance, it is closed. The submitter of the request will be notified via email.

Reporting Schedule

To manage the implementation of the system, we propose a series of status meetings and weekly written reports. We usually establish a mix of formal and informal reporting strategies at the onset of every project. An example of a common status reporting plan is outlined below.

- *Weekly status report and meeting.* The client and BearingPoint Project Manager attend this meeting along with various staff from both teams that are involved in that week's activities (such as technical architect, developer, and functional analyst). This meeting will generally last no longer than one hour and will give an overview of the week's successes and issues. It will also discuss strategies and plans for the next week. The meeting is scheduled regularly on the project calendar.
- *Issue Reports, Change Request Reports, and MS Project reports.* Reports from the tracking systems will be provided on

a weekly basis. In addition, members of the Project Team may request an updated report at any time from the BearingPoint Project Manager.

- *Informal meetings.* Beyond these formal meetings, BearingPoint expects informal meetings to take place on specific project issues. These unscheduled or unplanned (at project onset) meetings will be documented and included in the bi-weekly and monthly status reports.

Vendor Transition Methodology

BearingPoint will work with the Clerk's office and current vendors to manage the transition of services between providers. Based on the contractual commitment of the vendors at contract closure, the BearingPoint Team will work to achieve the transfer of knowledge and documentation. Most importantly, we will work with the current vendor to convert the current indexing system to the Anthem product. The data conversion project will rely heavily on the BearingPoint Team's ability to work cooperatively with the vendor to map, extract, and cleanse the data. BearingPoint will work with the Clerk's Office and the Vendor to establish a mutually agreed to Statement of Work including Roles and Responsibilities. This document will provide a full understanding of expectations and resource needs for all parties and will address the process of any Dispute or Issue Resolution between the parties.

Estimated Total Project Hours

Based on the cost estimates presented in Section 19, the estimated hours, which will be invested by the BearingPoint Team and by County staff, are shown in the table below.

BearingPoint Team	5,200 Hours
Dallas County Staff	1,040 Hours

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**Interface Development**

The BearingPoint Team will integrate the Anthem product to the County Clerk's Oracle Financials system by means of providing a daily summary report that is imported by the financials servers. During the Elaboration phase of the project the BearingPoint team will work with the County Clerk's Oracle team to develop a file layout specification.

Data Conversion Plan

The Dallas County Clerk's Office has requested that the selected vendor convert approximately 17 million records from the existing database. Images contained in the current ACS image repository will be converted and incorporated into the new recording system. Additionally, images from the ACS system must be converted for storage in the Imagen image repository.

Because we understand the importance of this process, the BearingPoint Team's Data Specialists will first assess data quality and integrity to develop a comprehensive strategy for index conversion. The analysis evaluates data quality (a criteria that includes identification of problematic data such as data out of range, missing data, data that fails validation tests, etc.), table definitions, file layouts, data mapping, and other information designed to smooth the conversion process.

The Importance of a Structured Data Conversion Process

When moving to a new recording system, conversion of historical data is an important element to consider. County clerks and recorders have faced increasingly difficult questions about the accuracy, integrity, and overall viability of computerized data when moving to a new system. Data conversions performed outside a controlled, structured

process are at substantial risk for error during conversion and may incur legal liability for the county or the individual county clerk.

Additionally, if historical data is not accurately migrated to the new system, fundamental system credibility may be questioned. The BearingPoint Team employs a structured data conversion process that involves county staff, as well as qualified data professionals. This process mitigates risk and helps the system perform well.

Image Conversion

The County Clerk's Office has indicated that image conversion is a priority in this project. The BearingPoint Team will work with the Clerk's Office to produce an image conversion plan that correctly matches images with index entries.

Data Integrity Considerations

The BearingPoint team's method for converting index data and image data is among the best in the industry; however, it is merely a conduit for the data provided. Even though the process of converting indexes and images may be sound, if the data used is deficient in any way, it will be propagated to the new system. With legacy systems, some level of inaccuracy and omission may be reflected in the legacy data. Although our conversion method helps identify some of these problems, other problems may surface because of inherent problems in the data. The BearingPoint Team can work with the County Clerk's Office to identify these issues and make recommendations on "cleansing" the data.

Conversion Strategy

The BearingPoint Team recommends that historical index data be converted before going live with the new system. Going live with the historical data reduces the dependence on the existing system, and boosts

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confidence in the new system, allowing the county to retire old hardware and/or software. Generally, we process the data in two phases:

Phase I – Historical Data

Extracted data is taken from the beginning of recorded indexes, through the beginning of the project (it is important that the Clerk's Office make this data available as soon as possible). The data extraction helps the team begin the process of configuring data conversion programs to analyze and convert the Clerk's Office older data. This effort may go on concurrently with other project activities.

Phase II – Recent Data

The weekend before the Monday "Live Day," the BearingPoint Team will process the data that was collected during the interim period between the beginning of the project and the "Live Day" weekend. Most index data (and image data, if applicable) is available to the Clerk's Office on the scheduled live date.

Conversion Tools

- **Mapping Document**—This document details the correlation between the county's existing data files and the new system files. We will work with the County Clerk's Office to complete this document to determine each data element's conversion path.
- **Verification Programs and Error Reports**—We provide error reports of data that did not meet verification standards agreed on between the County Clerk's Office and the BearingPoint Team. The County Clerk's Office is responsible for taking a course of action on the data in question. The Clerk's Office may elect to "cleanse" the data or omit it. We can repeat the verification programs and er-

ror reports for a limited time (usually two weeks), unless the County Clerk's Office negotiates a different arrangement.

- **Sample Data**—We will request a disk of sample data (indexes and/or images) at award. With this information, we can recommend data extraction strategies to the County Clerk's Office or an external vendor.
- **Authorization to Migrate**—Because substantial changes may occur to the dataset, the County Clerk may authorize us to migrate the converted dataset.

Training for End Users and Information Technology Personnel

The implementation of a new system requires a tailored training program and a thorough curriculum. The BearingPoint Team understands the importance of these requirements, and has a demonstrated track record of transitioning county personnel to a new system. We also aid in reducing risks often associated with a new system. Experienced trainers will walk personnel through each step, building confidence and helping to ease the transition.

The following is an overview of the BearingPoint Team's approach to training, consisting of schedule development, proposed training environment, and training documentation.

Approach to Training

The BearingPoint Team proposes instructor-led sessions for users, rather than a "train the trainer" approach, during the initial training program. County Clerk's Office personnel attend only the classes necessary to perform their current responsibilities within the office at the time of "Go Live." This approach trains end users on the applicable system

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functionality and allows workflow issues that arise to be resolved and consistently communicated to the entire user base. The Clerk's Office is responsible for additional cross training after the on-site support provided by the BearingPoint Team.

Hart InterCivic instructors have specialized business knowledge and extensive support and training experience with the Hart Anthem application. Additionally, their experience includes application training, business process and workflow analysis, application and system testing, training materials development, and workstation/peripheral equipment setup and operation.

Typically, the Hart InterCivic trainer assigned to the project will be involved early in the project to determine training needs, provide application administration and end user training, and provide on-site support during the transition to a production environment and post-implementation. The recommended sequence of training for the proposed approach is:

- Hart Anthem Application Training (Introduction and Search)
- Hart Anthem Application Administration Training
- Hart Anthem Application Training (Specific Modules)
- Anthem Integrated Training Exercise (Parallel Day)

User Training

User training includes hands-on experience using the Anthem System hardware and applications. Each user attends specially tailored sessions on the use of the Anthem System and performs a thorough hands-on training exercise, consisting of system functions operating together.

End users require a basic computer background before the initial training session. Also, simple keyboarding skills and basic PC and Windows knowledge are helpful. For those employees that are not familiar with the PC and Windows systems, we would suggest training before the start of the Hart Anthem training sessions.

Dallas County Clerk's Office personnel should also possess basic graphical user interface (GUI) skills to operate Hart InterCivic's software. Users must know how to operate a mouse, open/close/resize application windows, operate drop-down menus, and perform other basic operations. We recommend an "Introduction to Windows" course for users who do not have experience with GUI software before the start of the Hart Anthem training sessions.

We recommend application administration training following the introductory user training sessions. This training allows for discussion and agreement concerning specific workflow issues that have been noted, and identifies that code tables are completed and current before continuing end user training. We also recommend that users be scheduled for training sessions only in those areas where they are currently performing tasks.

Proposed Training Environment

The BearingPoint Team recommends that user training take place on-site at the Clerk's Office facility in a designated area to better use personnel time and County funds. The Clerk's Office training area should provide the attendees a quiet environment to reduce common distractions. The size and location of the training area also determines how many workstations may be used for training. The ideal training session is one trainer for every four to six users.

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Workstations with the appropriate peripherals from the new production system are installed for training. Before the outset of the training phase, our technical and hardware consultants set up four to six workstations that represent the production hardware system. These workstations typically include document reception/cashiering, indexing/verification, and scanning worksta-

tions with the appropriate peripheral equipment.

Training Topics

The following table outlines the typical training topics included in the Anthem curriculum:

Training Session	Session Description	Session Duration
Introduction and Search	Introduction to application software, consisting of the organization of application modules and features and navigation throughout the application using menu and icon toolbar options. Search functions for some indexes including available search criteria, display of index data and scanned images, and printing of search results listing and documents images.	2-3 hours
Recording and Labeling/Stamping	Document reception functions including preliminary data entry, payment collection, and application of registration information. Reprinting of receipts and registration information and daily balancing procedures.	3-4 hours
Scanning and Image Quality Control	Scanning and image verification, including high-volume (batch) and low-volume (manual) scanning procedures. Image manipulation functions, image import, rescanning, and image annotation.	3-4 hours
Indexing and Verification	Index expansion verification of recorded documents, use of available hotkeys and copy functions, and management of personal index batches.	3-4 hours
Customer Service	Cashiering of miscellaneous customer service charges.	0.5-1 hour
Print Administration	Management of public print requests, including processing and cashiering.	0.5-1 hour
Rejection Letters	Creation, modification, and printing of rejection letters and generation of related mailing labels.	0.5-1 hour
Cash Management and Reports	Cash management functions including accounts receivable, receipt inquiry, and adjustment and refund processing. Reporting functions including retrieving, printing, and saving cash management and other standard reports in multiple electronic formats.	3-4 hours
Application Administration	Application administration functions including security and user administration, code table, and fee maintenance and workflow management. Additional recording and indexing administrative functions for permanent index update and document corrections.	8-12 hours
Automated Indexing	Index expansion and verification following document processing through automated indexing feature. Correction of captured data as needed both manually and using available features such as rubber banding. Management of submitted documents through automated indexing including interpretation of application messages and resubmission.	2-3 hours
eRecording	Review and acceptance or rejection of electronically submitted documents for recording. Review of image and index data and cashiering. Management of submitted document batches and interpretation of application messages.	2-3 hours
Public Access and Inquiry	Introduce public users to searching the county indexes, viewing index data and images, and submitting print requests.	0.5-1 hour

Anthem Training Curriculum. The Dallas County Clerk's Office will experience a smoother and faster transition as a result of Hart InterCivic's comprehensive Anthem training program.

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In addition to the application system training sessions listed above, Hart InterCivic's technical and hardware specialists provide designated County Clerk's Office personnel with systems administration training on system servers, storage, backup tasks, and additional items necessary to manage and support the proposed system. This session is not intended to train personnel on specific operating system or systems administration tasks, but rather to provide only the information needed to administer and maintain Anthem.

Parallel Day

An important part of the training process involves simulating a day or some portion of a day's actual work. This "Parallel Day" allows the staff to use and practice what they learn in training before they begin to use the new system in a live environment with the public. Parallel Day is conducted on the Saturday before "Live Day" so that regular business hours are not interrupted. Clerk's Office employees who have attended training have the opportunity to use the new system on Parallel Day in an environment that closely simulates real-world conditions. As part of the BearingPoint Team's standard training practices, the training hardware is used to perform Parallel Day activities.

Upon completion of the training sessions and the parallel day exercise, the remaining hardware is then installed or moved to the appropriate places (with the existing system disassembled).

Go Live and Onsite Support

Our training personnel also remain at the County Clerk's Office during the initial move to the production environment. Training personnel then remain on site for the contracted amount of time to support the county after the system is in production.

This presence fosters a smooth transition into the support phase.

Training Documentation

Training deliverables provided to the county include:

- Training manuals
- Quick-reference sheets for commonly performed tasks
- Hot key lists
- Public inquiry guides

This documentation is provided to the trainees for future reference. Each trainee receives training manuals for the training sessions they attend, quick-reference sheets, and hotkey lists for the functions they perform, and public workstations are furnished with public inquiry user manuals.

We also provide a soft copy of the training documentation to the county via CD-ROM. This copy allows the county to reproduce training documentation as needed.

Schedule Development

Early in project implementation, we identify training requirements and make a basic assessment of county personnel training needs. The BearingPoint Team documents these findings and recommendations and uses the results to tailor a training program to the County's specific needs. These recommendations include how to address the specific needs of each user classification. A training schedule is then created and delivered to the County for acceptance before training.

The following chart is a sample training plan for 65 trainees. Session duration is set per our training standards and includes adequate time to review the functionality provided within the topic module and allow for

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hands-on practice. The estimates assume 39 users in the downtown office, including part-time staff; 15 satellite office staff; and 10 indexers (Estimate based on work volume.) A similar plan will be developed for the Dallas County Clerk's Office specific training needs.

Training Estimation Worksheet					HART intercivic
Customer: Dallas County Clerk					
Total # of Users: 65 (39 downtown, 15 satellite, 10 out-sourced indexers)					
Session / Module	Total # of Users to be Trained	Max # of Users per Session	Hours per Session	Estimated # of Sessions	Estimated Hours of Training
Introduction & Search	65	5	3	13	39
Recording (OPR)	11	5	4	3	12
Scanning & Image Quality Control	10	5	4	2	8
Indexing & Verification (OPR)	11	5	4	3	12
Cash Management	5	5	4	1	4
Application Administration	4	5	8	1	8
Public User	20	5	2	4	8
Other Indexes					
Excise Tax		5	3	0	0
Assumed Names / Business Licenses / FBN	5	5	3	1	3
Tax Deed		5	3	0	0
Marriage Licenses	15	5	3	3	9
Birth & Death	16	5	3	4	12
Uniform Commercial Code		5	1	0	0
Military Discharge (aka DD214)		5	1	0	0
Passports		5	1	0	0
Notary		5	1	0	0
Courts		5	4	0	0
Commissioners' Court Reports		5	3	0	0
Other (please indicate in comments section below)	5	5	2	1	2
Automated Indexing	5	5	2	1	2
eRecording	5	5	2	1	2
Total Training Hours:					121
Total Training Days:					17.5
Additional Information / Comments: Additional Practice Days = 5					

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The following Training Schedule summary lists the subject title, class, length, and objectives. The distribution will change based on the requirements of the County to limit

adverse impact on office productivity. An-then training sessions for Dallas County Clerk's Office staff will be scheduled to minimize impact on office productivity.

Date	AM Session	# Trainees	Objectives	PM Session	#Trainees	Objectives
Monday	8:00 - 10:30	5	Intro/Srch/Cust Svc	1:30 - 3:00	5	Intro/Srch/Cust Svc
	11:00 - 12:30	5	Intro/Srch/Cust Svc	3:30 - 5:00	5	Intro/Srch/Cust Svc
Tuesday	8:00 - 10:30	5	Intro/Srch/Cust Svc	1:30 - 3:00	5	Intro/Srch/Cust Svc
	11:00 - 12:30	5	Intro/Srch/Cust Svc	3:30 - 5:00	5	Intro/Srch/Cust Svc
Wednesday	8:00 - 10:30	5	Intro/Srch/Cust Svc	1:30 - 3:00	5	Intro/Srch/Cust Svc
	11:00 - 12:30	5	Intro/Srch/Cust Svc	3:30 - 5:00	5	Intro/Srch/Cust Svc
Thursday	8:00 - 10:30	3	Intro/Srch/Cust Svc	1:30 - 5:00	5	Recording
	11:00 - 12:30	3	Intro/Srch/Cust Svc			
Friday	8:00 - 11:30	4	Recording	1:30 - 5:00	3	Recording
Monday	8:00 - 11:30	5	Scan/QC	1:30 - 5:00	4	Scan/QC
Tuesday	8:00 - 11:30	3	Scan/QC	1:30 - 5:00	4	Cash Management
Wednesday	8:00 - 11:30	5	Indexing	1:30 - 5:00	5	Indexing
Thursday	8:00 - 9:30	4	Birth	1:30 - 3:00	5	Death
	9:30 - 11:00	4	Birth	3:00 - 4:30	5	Death
	11:00 - 12:30	3	Birth			
Friday	8:00 - 9:30	5	Death	1:30 - 3:15	5	Marriage
	9:30 - 11:00	5	Death	3:15 - 5:00	3	Marriage
	11:00 - 12:30	5	Death			
Monday	8:00 - 9:45	3	Marriage	1:30 - 3:15	5	Marriage
	9:45 - 11:30	3	Marriage	3:15 - 5:00	5	Reports
Tuesday	8:00 - 9:45	3	ASN	1:30 - 3:15	3	Print Admin
	9:45 - 11:30	3	ASN	3:15 - 5:00	3	Print Admin
Wednesday	8:00 - 11:30	2	System Admin	1:30 - 5:00	2	System Admin
Thursday	8:00 - 9:30	5	Public	8:00 - 9:30	5	Public
	9:45 - 11:30	5	Public	9:45 - 11:30	5	Public
Friday	8:00 - 5:00	4	Automated Indexing	12:00 - 5:00	5	eRecording
Saturday	9:00 - 4:00 pm	All	Parallel Day			
Monday	8:00 - 5:00	All	Practice			
Tuesday	8:00 - 5:00	All	Practice			
Wednesday	8:00 - 5:00	All	Practice			
Thursday	8:00 - 5:00	All	Practice			
Friday	8:00 - 5:00	All	Practice			

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Resumes Detailing Project Team Experience

- *Helena Tantillo, Managing Director, BearingPoint.* Ms. Tantillo is the project Managing Director and will have the overall responsibility of ensuring the project is delivered timely and within budget.
- *Jeff Floyd, Client Manager, BearingPoint.* Mr. Floyd is the Client Manager for this project and has the responsibility for all stakeholder and county project team communication related to the project. Following implementation, Mr. Floyd will assume day-to-day responsibility for all communication.
- *Suzanne McCoy, Manager, BearingPoint.* Ms. McCoy is the Implementation Manager for this project. She has the day-to-day responsibility for all activities related to the project.
- *Dan Hernandez, Senior Manager, BearingPoint.* Mr. Hernandez is the Quality Assurance Manager, and is responsible for project work reviews, applying quality standards to functionality and technology, developing and validating test cases and scripts, and QA status reporting.
- *Christopher Lyons, Project and Support Manager (PSM), Hart Intercivic.* Mr. Lyons will serve as the central point of contact and coordinator for project events and will work directly with a County Clerk-designated Contract Manager to advance implementation activities. These two managers delegate responsibility and coordinate resources necessary for obtaining functional clarifications, resolving technical discrepancies, or obtaining additional input. Hart Intercivic will also assign experienced trainers and technicians to support the Dallas County Clerk's project.
- *Richard Sanner, Project, and Support Manager, Qnet Information Services.* Mr. Sanner's team has the responsibility of acquiring the required hardware and providing on-site maintenance support.
- *Brain Rathe, President, DocuData Solutions.* Mr. Rathe will be responsible for the day-to-day indexing documentation and process implementation.
- *Kathy Nealy, President, and General Manager, Kathy Nealy & Associates.* Ms. Nealy is responsible for the stakeholder communication plan creation and implementation. Her team's responsibilities include development of communications strategy, creating collateral materials, and coordinating distribution of same, and outreach status reporting.

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**HELENA TANTILLO**

Managing Director



Helena Tantillo is a Managing Director in BearingPoint's Public Services Consulting practice. She has over 23 years of information systems consulting experience where she has executed and directed system feasibility studies, data analysis projects, systems design and development projects, systems integration efforts, LAN, WAN, telecommunications and telemetry projects, and strategic technology planning projects. As an IT executive, Helena has led government entities through multiple technological transformations starting with the evolution from batch to real time, interactive processing in the early 1980s, then from centralized mainframe to distributed client-server systems in the early 1990s and now to Web based technologies.

Relevant Project Experience

- Deputy Director for TexasOnline; the first statewide approach to government commerce over the Internet. BearingPoint is partnering with the State of Texas to build and operate a secure infrastructure and electronic payment system that can be shared by state and local governments. Ms. Tantillo directed the infrastructure and architecture design, development and launch of established organization and processes for operation and support of; and established scalable software development and project management processes for the Portal. As Deputy Director, she manages the program management, software development, IT operations, quality assurance, systems engineering and customer support teams.
- The TexasOnline portal incorporates:
- Over 60 applications, developed on J2EE and .net platforms, that provide government services (including, for example, traffic ticket payment, utility bill payment, driver license renewal, vehicle registration and occupational license renewal) to the citizens and employees of the State of Texas.
 - Over 100 Unix and Windows servers, network infrastructure, security infrastructure and a storage area network.
 - A three-tiered architecture that provides the scalability and security necessary to support a variety of public-facing eGovernment services while preserving citizen confidentiality.
 - As the Information Technologies Director of a large public utility, Ms. Tantillo directed the migration from an ineffective, mainframe/personnel computing environment to a flexible, open systems, client/server environment, which provided improved information analysis and distribution capabilities. The effort included implementation of an organization and process to support use of key resources across multiple concurrent development projects; establishment of project management processes to facilitate concurrent development, deployment and operation of large-scale, multi-tiered systems; deployed development processes, object-oriented methodology and training for development and established alignment and coherent business focus for a diverse set of ongoing software projects. Other responsibilities included business unit profitability; development and maintenance of strategic business relationships with technology vendors; and manage-

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ment of over 120 professional and administrative personnel. Ms Tantillo managed a \$7M yearly operational budget and average yearly capital budget of \$30M.

- Directed the implementation Wide Area Network (WAN) over 760 square mile radius, 15 buildings and over 100 additional communication points. Responsibilities included infrastructure design, requirements development, procurement, vendor selection, contract negotiations and management of multiple vendors and project staff. The network included fiber optics, unshielded twisted pair, coaxial and radio telemetry. The \$17M project was delivered within the schedule and budget targets.
- Directed an \$8M project to implement a Facilities and Inventory Management System, meeting all schedule and budget targets. The system performed real-time integration into the enterprise Procurement, Financial, Human Resource, Process Control; and Capital Improvement systems. Responsibilities included definition and development of requirements; vendor selection, contract negotiations, management of a project team comprised more than 50 vendor and team staff, through full software product development lifecycle; and implementation of operation, maintenance and support processes.
- Directed a \$3M project to implement the assessment, collection and distribution of utility taxes to 12 municipalities serviced by a Public Utility, meeting all schedule and budget targets. Responsibilities included definition and development of requirements; management of a team of 12 software

developers through full software product development lifecycle; and implementation of operation, maintenance and support processes.

- Participated in an information systems planning project for a large county Public Safety Department. Services included definition of applications, hardware platforms, communications systems and training programs required to meet the department's informational needs.
- Participated in the development of a Strategic Technology Utilization Plan for an Independent School District, providing detailed action plans to meet the district's objectives through technological advancements. She also developed a long-range strategic technology plan for this school district of over 5,000 employees. The technology plan encompassed all aspects of district operations including technology utilization in the classroom.
- Performed an operational analysis for a large county Capital Improvements Division. Analyzed workflow and organizational structure and made recommendations for required systems and procedural changes.
- Developed an information technology plan for the Public Safety Department. Defined applications, hardware platforms, communications systems, and training programs required to meet the Department's informational needs.
- Project manager in conducting this technology needs assessment on behalf of the Office of the Speaker of the House and the Lieutenant Governor's Office of a large legislative council. The scope of the project included a detailed analysis

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of the user's needs and all information technologies and including providing recommendations on governance, IT organization, technical architecture and IT management practices.

- Managed a business process reengineering project for a large county. The scope of the project involved the redesign of financial functions and streamlining cash associated with the county's Integrated Justice System. The reengineered process resulted in a reduction of 4,306 steps, increased "float" as much as 10 days and increased internal controls over financial functions.
- Project manager for a comprehensive review of all management information and communication systems for a large county. She re-designed development, project management and production processes, restructured the organization and redefined the supporting technology infrastructure to improve efficiency and reduce the cost of operations by 30%.
- Reengineered a large county's Building Superintendent department's organizational structure, budget process and client service delivery system to reduce service delivery costs, while improving the quality of service the department provides. Recommendations to the county's Commissioners Court projected a fiscal savings of approximately \$4,000,000 in 1996, 1997, and 1998.

Her clients include:

Travis County, Texas
Harris County, Texas
City of Houston
Palm Beach County Capital Improvements
Palm Beach County Water Utility
Palm Beach County Information Technology

Palm Beach Public Safety Department
Port of Houston Authority
Texas Department of Transportation
Texas Legislative Council
Corpus Christi Independent

Professional Background

Before joining BearingPoint, Ms. Tantillo served as the Information Technologies manager for a large public utility. She received her Bachelor of Business Administration, Systems Management, and Data Processing, from Georgia Southern University.

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**JEFF FLOYD**

Client Manager



Mr. Floyd is a Manager in BearingPoint's Public Services, State and Local Government, Austin practice. He is a certified PMI Project Management Professional (PMP) (#14714) with 13 years experience in the semiconductor industry and government information system. He is a subject matter expert in Project Management, Software Engineering, Capability Maturity Model, Business Process Redesign, Software Development, Training, Training Development, and Software Testing.

Relevant Project Experience

- Took ownership of an electronic payment system, transferring control to a new operations staff with zero downtime. Improved reliability by 95% and upgraded 100% of systems components.
- Changed the culture of an operations staff, planned maintenance windows in advance, and entered trouble tickets into tracking system.
- Developed and managed project to create an operations manual for large e-commerce/e-government system.
- Designed, developed, and delivered general project management class material, exams, and case study for the University of Texas (UT) Continuing & Extended Education.
- Designed and delivered a Contract management class for UT Software Quality Institute.
- Project In Progress: Project Manager for a data migration project for Austin Board of Realtors using Rational Unified Process Rules.
- Recovered a failing project, delivering the project to within 8% of schedule and budget.
- Wrote and published weekly project reports to company executives and project stakeholders.
- Project managed an international team.
- Developed and tracked schedule, budget, defects, risks, metrics, and quality goals.
- Wrote three custom Microsoft Project VBA scripts to aid in status reporting.
- Procured and tracked inventory over \$2M of computers, software.
- Negotiated and tracked status for over \$2M of contract services.
- Developed customer-licensing agreement.
- Documented CMM and PMI compliant development processes for review and use by team.
- Consulted with other client organizations about good project management practices.
- Assessed organizational processes.
- Planned and developed test process improvements for the Texas Office of Attorney General government information services.

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- Advised and consulted senior government information services management on continuing business systems improvement.
- Recovered a custom integrated circuit device project.
- Achieved certification as a Motorola Project Management Master.
- Trained project teams and senior management to plan, scope, and manage projects.
- Coached project managers to track and monitor project progress.
- Documented and deployed project management and software development process baseline.
- Led and participated in six CMM assessments.

in Computer Engineering from National Technological University. Mr. Floyd is the current President of the Austin chapter of the Project Management Institute. He teaches and speaks on the topic of project management at local universities and companies.

The industries in which Mr. Floyd has specific experience include semiconductor manufacturing, and government information systems. His clients include the following corporations:

Motorola
Texas State Office of Attorney General
Tokyo Electron America
University of Texas at Austin
St. Edwards University
Austin Board of Realtors
BAE

Professional Background

Mr. Floyd holds an Associate degree in Electronic Engineering Technology from Arkansas College of Technology. He also holds a Bachelor's degree in Electronic Engineering Technology from Tampa Technology Institute and a Master's degree

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**SUZANNE MCCOY, PMP**

Implementation Manager



Suzanne McCoy currently serves as a Manager with BearingPoint's Public Services, State and Local Government Practice. As a member of the TexasOnline project team, she is responsible for the management and delivery of online government solutions to both state agency clients and other local government clients. She is certified as a Project Management Professional (PMP) by the Project Management Institute. Ms. McCoy has more than seven years of professional experience in the public sector at the state and local level, specializing in E-government portals and web applications, computer system implementations, computer system database structure and interface planning, business process reengineering, benchmarking, organizational structure review and redesign, performance reviews and technology needs assessments.

Relevant Project Experience

Ms. McCoy's professional experience includes performance in the following capacities:

- Currently, the project manager for the design, development, and implementation of a secure web application to allow voters to change their address online. This project includes a secure web application and two real-time interfaces for user authentication.
- Project manager for the design, development and implementation of a secure web application to provide authorized law enforcement personnel access to driver license images for use during criminal investigations. The project included both a secure web application and a secure wireless thin client application that utilized the latest in Tablet PC technology for officers in the field to access the Web application.
- Project manager for the procurement of additional data center locations and services. Coordinated activities with technical managers to prepare an RFP, evaluate the responses, conduct site visits and negotiate contracts for the services.
- Project manager for the design, development and implementation of the City of Dallas Utilities ePay System, the city's online utility bill presentment and payment application. Utilizing TexasOnline infrastructure, this project included implementation of a reliable application that provides users with a secure connection to view and pay their monthly utility bills. The application allows for payment via credit card or ACH.
- Project manager for the design and implementation of a small local government template online application for the presentment and payment of utility bills via the Internet. Using the TexasOnline Local Government program, she managed the design of a template application with baseline functionality in order to create a portable application that may be used by other small local government entities with little modification.
- Project manager for the City of Dallas to redesign and implement a new city portal and website. The portal design incorporates a taxonomy that directs users to subject-based city information and

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services. The new taxonomy does not require that a user know which city department is responsible for a city service or function in order to find the correct information on the Web site.

- Project manager for the design and implementation of a template for online ticket payment applications targeting small municipal governments in Texas. She is responsible for supervising complete implementation of the project from conceptual design to development through user acceptance testing.
- Project manager for the design of a template online property tax payment application for the local government application offerings through the TexasOnline project. She managed the initial implementation of the template application for a small municipal government, and was responsible for effectively designing and implementing applications based on end user requirements.
- Onsite lead consultant for a pilot project of on-board technology for a transit system. The pilot tests the viability of integrating several on-board technologies (i.e., GPS, passenger counters, destination signs, voice enunciators, video cameras, vehicle health indicators, and revenue collection technology) into one intelligent on-board system. The relevant data will be collected by an on-board logic unit and then transmitted through CDPD or wireless Ethernet to backend systems for use by internal customers in the transit agency. The pilot involves fixed-route coaches, light rail vehicles, and commuter rail vehicles. The project team created system and business requirements; established a statement of work and schedule for the

technology vendor; created unit, integration and system test plans; and documented the execution of the pilot test. An essential portion of this project involves the backend data conversion and interfaces into existing systems utilizing an Oracle database platform. In order to capture meaningful data on-board the vehicles, the intelligent on-board system receives current data from the backend systems, records relevant data such as fare information and passenger count data in relation to that current backend data structure, and then transmits daily integrated data back to the backend systems.

- Onsite lead consultant for the implementation of a Fleet Management System which provides management with tools to manage a varied fleet of 2,500 units ranging from police sedans and ¾ ton trucks to backhoes, cranes and tunnel cleaners. The fleet management system provides both daily maintenance tracking and meaningful analysis tools for management decision-making. The project included project management for all aspects of the implementation including system and business requirements review, design and testing of conversion plans, design and testing of system interfaces and modifications, application software installation, acceptance testing of software, Y2K compliant test plan, user training, and guidance for policies and procedures related to the new system. The design and testing of the system interfaces from the Oracle database of the fleet system to the existing PeopleSoft and SAP systems was a key success factor for the project.
- Consultant for a performance review of a school district's operations—including

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transportation service, maintenance and custodial services, and food service.

- Consultant for the implementation of a Financial Management System for a State Department of Transportation. Primary responsibilities included project data conversion, system testing, modification design and testing for project related windows and processes, report development and creation using Infomaker reporting tools, end-user training for all district engineering personnel throughout the state, and creation of user-documentation for client-specific modifications to the baseline software.
- Project consultant for a technology needs assessment conducted on behalf of the Office of the Speaker of the House and the Lieutenant Governor's Office for the Texas Legislative Council. The scope of the project included a detailed analysis of the user's needs and all information technologies. She provided recommendations on governance, IT organization, technical architecture, quality control, and IT management practices.
- Consultant on a team that performed a comprehensive review of the purchasing function of a large Texas county through the use of job process questionnaires, extensive interviews and process mapping techniques. Tasks included identifying key issues, benchmarking performance measures, and the evaluation of the results.
- Consultant on a project to conduct a review of the decentralized procurement process of a large city. The project included utilizing job process questionnaires and personnel interviews in order to assess the management con-

trols and the degree to which personnel followed purchasing procedures and policies.

Additionally, Ms. McCoy:

- Participated in a benchmarking study related to procedures to collect delinquent bills for water and sewer entities.
- Conducted "best practice" research and surveys of state historical organizations in order to benchmark client practices.
- Collected and analyzed appropriate data to conduct a comprehensive cost analysis and determine appropriate cost allocations for the department of public safety of a large airport.
- Developed, coded and analyzed a marketing questionnaire to gather consumer information for a municipal Parks and Recreation Department. Developed a database to track enrollment in department activities and programs and to calculate individual or family bills.

Ms. McCoy has significant experience in the state and local government industry. Her clients include the following:

- City of Dallas, Texas – Communications and Information Services Department, Dallas Water Utilities
- City of Mesquite, Texas – Information Services, Municipal Courts, Tax Office and Utility Departments
- City of Monroe, Louisiana - Administration and Engineering Departments
- City of El Paso, Texas - Public Inspections, Planning, and Engineering Departments
- City of Ft. Worth, Texas - Internal Audit, Fiscal Services, and Purchasing Departments

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- Dallas Area Rapid Transit (DART), Texas
- Dallas Fort Worth Airport, Texas
- Department of Public Safety, State of Texas
- Harris County, Texas - Office of the Purchasing Agent
- Hawaii Department of Transportation
- Metropolitan Government of Nashville-Davidson County, Metro Water Services
- Metropolitan St. Louis Sewer District, Missouri
- Mississippi Department of Transportation
- Port Authority of New York & New Jersey
- St. John the Baptist Parish School District
- Texas Historical Commission & Texas Parks and Wildlife Department
- Texas Legislative Council
- Texas Secretary of State
- Travis County, Texas
- Wood County Regional Water and Sewer District, Ohio

Professional Background

Prior to joining BearingPoint, Ms. McCoy was employed by GTE in the area of Internet services. Her responsibilities included competitive analysis, secondary market research, and pricing analysis for Internet service providers (ISPs), Internet content providers, and Web-page developers. Ms. McCoy received her Bachelor of Science in Business Management and Spanish from Grove City College, and her Master of Business Administration from Texas Christian University. Ms. McCoy is a member of the Project Management Institute, the Omicron Delta Kappa National Leadership Society and the DFW chapter of the Beta Gamma Sigma Alumni Association.

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**DANIEL HERNANDEZ**

Senior Manager



Mr. Hernandez is a Senior Manager in the Austin office of BearingPoint's Public Service practice.

He has over 11 years of experience in developing large, complex, enterprisewide implementations of cross-functional solutions and products within Web-based and client/server environments. Mr. Hernandez's key skills include project management, team-based development, OOA/D/D, RAD and OOP methodologies, client/server development, Web development, and RDBMS design and development. He is experienced in Java, JDBC, Java Servlets, JSP and Oracle. He has hands-on experience in three-tier Web application development and credit card payment system integration.

Relevant Project Experience

- Currently Application Development Director and Architect of the Texas eGovernment Framework Project responsible for developing and designing a J2EE framework for TexasOnline. Responsibilities include coordinating a team of Java Developers, Web Designers and DBAs. The use of Java servlets and Java Server Pages (JSP) are used to create suites of applications (vehicle registration, property tax, and traffic tickets) as well as customized renewal forms for state governments. Applications currently in production and development are Driver License Renewal, Attorney Fee Processing, Insurance Coverage, and Mortgage Broker/Loan Officer License Renewal. The framework uses a combination of Oracle and Java to dynamically create a form for each step of the application and allows payment with credit cards or check
- utilizing KPMG's ePay system. Implementation for new applications and forms are minimized with this approach. Framework is built on a three-tier infrastructure and is integrated with payment services in Virginia (ePay) and a variety of agencies through file extract/load integration layers.
- TexasOnline also created and maintains the portals for the City of Houston (www.cityofhouston.gov) and Dallas (www.dallascityhall.com).
- Designed and led team development of the Texas Department of Insurance (TDI) Insurance Agent Internet Query Program. Program is based on an Oracle integration layer where snapshots are mirrored daily to TexasOnline. Query provides a variety of views for the public and business to verify agent's licenses and confirm appointments. Designed and led team development of the Texas Department of Insurance (TDI) Insurance Agent Internet Renewal Program. Provides agents and agencies the ability to renew licenses and appointments online and to submit payments.
- Performance Series 2.0. Team Member of Ancestor development team responsible for consolidated business rules and coding PowerBuilder class libraries. This infrastructure included all base object classes, data persistence layer, error handling, user messaging, and window level security.
- Mississippi Department of Transportation (Jackson, MS) implementation team for Performance Series 2.0. Responsibilities consisted of working with core and client developers in modifications as required by the client. Modifications

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were implemented using a complex inheritance chain.

- Texas Legislative Council (Austin, TX) implementation team for Performance Series 2.0. Responsibilities included the use of bar code equipment to track assets and purchase goods, and adjustments to the core procurement cycle to allow for point of sale transactions.
- NASA Implementation Team (Arlington, VA). Team member of GUI Performance Improvements on the Federal version of Performance 2.0. Duties include in depth analysis of database normalization, indexes, and code structure. Implemented a performance and volume test of the application using PowerBuilder Benchmarking tools and Oracle explain plans.
- Served as Technical Web Development Team Member for the Texas Natural Resource Conservation Commission (Austin, TX) project. Worked with a team of developers and hardware technicians in the planning and implementation of a workflow (ActionWorks) and document imaging system (DocuPact). The project required the merging of these two systems into a seamless application. Responsibilities included: design and code Java programs for batch processing to interface with legacy systems, design and code Web pages using HTML, Application Server Pages (ASP), Javascript, and a Visual Basic program to allow a bridge from a Web page to a third party application using DocuPact's API. The system resides on a Microsoft NT server using IIS and uses MS SQL Server.

The industries in which Mr. Hernandez has specific experience include public services and government, at the state, local and federal levels. His clients include the following:

The State of Texas
Texas Department of Insurance
Comptroller of Public Accounts
Mississippi Department of Transportation
Texas Natural Resource Conservation Commission
Texas Legislative Council
National Aeronautic Space Administration
Texas Portal – TexasOnline.com

Professional Background

Prior to joining BearingPoint, Mr. Hernandez worked at the Office of the Attorney General in Austin, Texas, where he served as a project lead in developing a procurement system. Duties included data design on a Sybase server, data pipelines of mainframe data, and a user interface. He also developed an agency wide employee tracking system, and was a member of a case management team that developed a system used by attorneys to track the progression of cases as well as notify attorneys and staff of deadlines. The system included scheduling, document tracking, value analysis, and reporting. Mr. Hernandez holds a Bachelor of Business in Management Information Systems and a Minor in Management from The University of Texas, Pan American.

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**CHRISTOPHER P. LYONS**

Project and Support Manager, eGovernment Solutions Group



Christopher Lyons has been with Hart InterCivic's eGovernment Solutions Group since 1998, bringing to the Division a strong background in digital imaging. His primary focus is on the successful project management and on-going support of Hart InterCivic's workflow systems. Mr. Lyons manages all phases of new project implementation, including Business Process Analysis and implementation management. A key aspect of his role is that he remains assigned to each account, and acts as a customer champion to resolve issues that fall outside Hart InterCivic's standard support offerings. He also has experience with effective project management that ensures timely results within project budgets.

Relevant Project Experience

Since joining Hart InterCivic, Mr. Lyons has worked on the following projects:

- Tarrant County, Texas—Challenging implementation and conversion project moving from a semi-manual document processing to a sophisticated Hart Anthem implementation, including an advanced eRecording module – December 2003
- Jackson County, Missouri—Hart Anthem installation that combined a custom software solution with 70 workstations, scanners, Public Access kiosks, Internet access, and point-of-purchase cashiering solutions – May 2002
- Mecklenburg County, North Carolina—A \$2.1 million contract for document

imaging and workflow automation for the Mecklenburg County Register of Deeds – November 1998

Mr. Lyons has also coordinated customer solutions for Hart InterCivic customers in Florida, Mississippi, and Texas, acting as Project Manager for comprehensive system upgrades in Fort Bend and Galveston Counties in Texas.

Professional Background

- *Hart InterCivic*, Project and Support Manager, Austin, Texas – 1998 to Present
- *Kestrel Printing*, Sales and Marketing Manager, Austin, Texas – 1995 to 1998. Managed a team of representatives selling traditional and digital printing in the Austin area.
- *Apple USA*, Team Leader, Inside Sales, Austin, Texas – 1994. Led group of nine in partnership with outside sales representatives marketing computer systems to Fortune 500 companies.
- *Canon USA*, Digital Imaging Sales and Management, Austin, Texas – 1989 to 1994. Led a team of sales consultants in the sale and support of complex networked digital imaging devices. Customers included Lockheed, University of Texas at Austin, and Sematech.

Mr. Lyons has a B.A., English, Lycoming College, Williamsport, Pennsylvania and is a member of the Project Management Institute (PMI).

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**RICHARD SANNER**

Project and Support Manager



Richard Sanner has been with Qnet Information Services since 2002, serving as Director of Business

development, responsible for developing new business and partners in bringing viable solutions to its customers. His primary focus is to not only develop the business but to provide ongoing account management and project management where appropriate. Rich successfully accomplishes this transition from business developer to Project/Program manager from his strong Project Management background as project/program manager and as the Director of a team of project managers.

Relevant Project Experience

- DFW International Airport – Managed installation process of hardware infrastructure and implementation of the back-up/recovery system for the DFW Terminal D integration project. This installation and implementation was accomplished on time and under budget. – January 2004
- Texas Instruments – Managed major Cisco network installation and software implementation totally replacing the network infrastructure throughout the Texas Instrument complex and created a plan to begin the process within several other Texas Instruments facilities. Worked with the Texas Instrument CTO and Director of Network Services to assure strong communications throughout the installation/implementation team. – May 2000
- Container Store – Managed the installation of the Client Server infrastructure and the implementation of an Oracle Financial and Manufacturing project. This project was very successful in that it allowed the Container Store to make faster decisions as to product line profitability and manufacturing directions. January 1996

Richard has managed several other large and strategic projects for Cisco Systems, Data General/EMC and Power Computing/Atos Origin.

Professional Background

- *Qnet Information Services*, Director Business Development, Dallas Texas – 2002 to Present
- *Qwest Communications*, Director Business Development eBusiness Solutions, Dallas, Texas – 2000-2002. Managed a team of representatives selling eBusiness Solutions and a team of Project Managers supporting those solutions covering the Southwest Region.
- *Cisco Systems*, Global Services Manager, Dallas, Texas – 1998-2000. Managed all large network projects and associated services sold within the Southwest District.
- *Data General Corporation*, Business Development Manager, Dallas, Texas – 1993-1998. Developed large service solutions within all large client server accounts and managed a team of project managers assigned to those accounts. Customers included General Dynamics, Nokia, Blockbuster and Container Store.

Mr. Sanner has a B.S., Math from the University of Texas at Arlington. He also has a

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Project Management Certificate from the
University of Boston.

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**BRIAN RATHE**

President



Brian Rathe founded DocuData Solutions in August 2001 as the new choice for Business Process Outsourcing in the Texas market. Prior to forming DocuData Solutions, Brian and his partners owned Southern Microfilm Associates, Business Micrographics, Government Systems, Inc, and RACOM Information Technology. These organizations combined to offer the most comprehensive suite of County Clerk services in the greater Southwestern United States. All of these companies provided components from Book Recreation to microfilm and indexing services to software solutions. In 1998 Brian and his partners sold the organizations to a public company engaged in an international effort to provide large scale Business Process Solutions.

Relevant Project Experience

Prior to the sale of RACOM Information Technology and since then Mr. Rathe and DocuData Solutions have participated in numerous government and private sector projects including:

- Canadian County, Oklahoma—Challenging implementation and conversion project involving scanning County Clerk Deed Books, Indexing, Creating Microfilm and Digital Images. This project included DocuData's Project Team setting up on location and performing the entire project onsite.
- Parker County, Texas—Business Micrographics Corporation provided complete turnkey County Clerk imaging and micrographic services. The original design of the solution and services are still in place today after 8 years.
- Baylor Healthcare—An enterprise wide solution for document imaging, micro-filming and indexing services. Critical to the solutions at Baylor is the dynamic use of an existing medical database with manual data entry to provide enhanced indexing and retrieval capability.
- Mr. Rathe has been instrumental in the sale and project operations of numerous municipalities and other government customers. Specific to County Government, Mr. Rathe has spearheaded the Digital Recreation market for DocuData Solutions targeting the original Photostat Deed Books of the 1960's, 1970's and 1980's. DocuData Solutions provides a unique turnkey service that will create an images, film and archival prints of the books.

Professional Background

- Sales Manager, Cooper DPC, Large Volume Data Entry – 1988 to 1992
- Sales Manager, Business Micrographics Corporation, Document Imaging and Filming- 1992-1995
- Owner, RACOM Information Technologies, County Government Solutions- 1995-1998
- Founder and Owner, DocuData Solution, Business Process Outsourcing provider focusing on County Government, Healthcare, and Financial markets.

Mr. Rathe has B.A., Business Administration from the University of Louisiana at Lafayette, Lafayette, Louisiana. He is a member of the Association of Image and Information Management and the Association of Information Management Professionals.

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**KATHY L. NEALY**

President & General Manager

KATHY L. NEALY & ASSOCIATES

A leader in
public re-
lations and

grassroots communication, Ms. Nealy leads the account services of the firm and handles public relations and special market campaigns for clients like President William Jefferson Clinton, Mrs. Coretta Scott King, Ross Perot Jr., the Dallas Mavericks, "Hands Across America", and the "Black Family Reunion Tour 1987" sponsored by the National Council of Negro Women.

Relevant Project Experience

- High-level strategy and communications for international, national and local elected and public officials, including media counseling and speech and interview prep.
- High-profile special events planning and advance team work.
- Proven experience developing and implementing effective winning messages on high-profile campaigns and issues.
- Demonstrated experience building coalitions and grassroots support for civic, regional, and national causes.

Professional Background

A Dallas native, Mr. Nealy holds a Bachelor of Science degree in Business from City University of Los Angeles. She is a member of the Dallas Black Chamber of Commerce, National Registry of Who's Who, and the Texas Coalition of Black Democrats.

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**15.0 MAINTENANCE PROGRAM****Maintenance Coverage**

The BearingPoint Team will support a high level of operational excellence for the Dallas County Clerk's Office by maintaining the system infrastructure and by providing world-class customer service.

For the Anthem product, we will tailor ongoing support to meet the needs of the Dallas County Clerk's Office. The basic maintenance plan offers supplemental training/support via telephone, fax, email, and regular visits from a BearingPoint Team representative.

The BearingPoint Team also operates a Help Desk, which is maintained from 7:00 a.m. to 7:00 p.m. (CT). This Help Desk is staffed by professionals and is accessible through a toll-free telephone number and via email. During non-business hours, the support staff is available via pager to support the maintenance needs of the Dallas County Clerk's Office. A dedicated, toll-free customer support fax line and email are also available 24 hours per day, seven days per week. Based on our experience with other customers across the country, the standard support hours of 7:00 a.m. to 7:00 p.m. (CT) meet more than 90 percent of our customers' needs.

To support the Dallas County Clerk's Office during non-business hours, our Customer Support Consultants, Customer Support Managers, and other customer support personnel may use remote dial-in capability to assist with system diagnosis and corrective action. Use of remote dial-in capability is coordinated with the customer in advance, and direct customer participation may be required during certain remote dial-in operations.

In addition to these service-level offerings, we may provide additional support and professional services to the Dallas County Clerk's Office on a time-and-materials basis. Such support may include on-site supplemental training, on-site technician visits to perform server/database tune-ups, and assistance with data cleansing.

Preventative Maintenance

The BearingPoint Team recommends that standard backup procedures be followed for the database and application servers. Many of our customers perform complete weekly backups, complemented by incremental nightly backups during the week. Additionally, regular validation of backup integrity should be part of standard system administration procedure.

From time to time critical security patches are released from hardware and software vendors. When these releases are made the support team will determine the nature of the patch and determine the deployment requirements.

Telephone Support

The BearingPoint Team will provide customer support for the Dallas County Clerk's Office's recording, indexing, and imaging system through a call center that is available as indicated above. Support channels include telephone, e-mail, and fax.

The call center is fully operational, which benefits the Dallas County Clerk's Office because the center is already providing a high level of customer service.

Our call center also uses a browser-based tracking system, "TeamTrack," that helps customers determine the status of their support call 24 hours a day, 7 days a week, and provides input that is current.

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Internal or external users, such as customers, may submit items through a browser interface. To submit an item, the user must have a TeamTrack user account and appropriate privileges. Individuals who have a TeamTrack user account can also submit items through email.

Response Time

Should the Dallas County Clerk's Office need a response to a non-scheduled maintenance request, the BearingPoint Team will respond within one hour during business hours (7 a.m. to 7 p.m.). During non-business hours, the BearingPoint Team will respond to the Dallas County Clerk's Office's highest priority needs within one hour. For lower priority concerns, resolution will depend on the nature of the difficulty, but will be expedited and managed with due urgency by the BearingPoint Team.

Maintenance Personnel

The BearingPoint Team includes a synthesis of professionals with expertise in all aspects of our solution, and they will be on-site in the Dallas County Clerk's Office to resolve all hardware, software, and technical issues in a timely manner.

Repair Policies

The BearingPoint Team will enter a maintenance agreement with Q-Net to manage all hardware repair issues that the Dallas County Clerk's Office may encounter. The BearingPoint Team will maintain a 4-hour turnaround policy on server hardware issues. The Optiplex workstations will include next-business-day on-site response for parts and labor.

Upgrades and Product Enhancements

The BearingPoint Team is committed to maintaining an excellent infrastructure to

support the Dallas County Clerk's Office recording, indexing, and imaging system. Maintenance releases include software modifications and upgrades that enhance the functionality of the software, and are provided for the requisite five-year period stipulated by the Dallas County Clerk's Office. These releases are deployed throughout the support term on a regularly scheduled basis and as required by the Dallas County Clerk's Office. These releases may include interfaces with mainframe programs, index or image conversion programs, export programs, or other upgrades or product enhancements. Release notes, including issues and corresponding resolutions, are provided to the County with delivery of the maintenance releases.

The Dallas County Clerk's Office is also urged to suggest software enhancements that would be useful or beneficial. The BearingPoint Team will consider such suggestions for possible inclusion in the system during future maintenance releases. If the Dallas County Clerk's Office desires specific functionality that is not in the product or on the product "roadmaps," the BearingPoint Team will work with the County Clerk's Office to process such requests under change request/change control guidelines.

The Dallas County Clerk's Office may provide suggested software enhancements by participating in the Anthem Users Group. The Users Group provides an active forum of exchange among Anthem users and developers. Additionally, we are in the process of introducing a secure Web area through which Users Group members may communicate with each other on Anthem-related and other industry topics.

Software Maintenance

The BearingPoint Team will provide software maintenance and support in accordance

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with the eGovernment Annual Software License and Maintenance Supplemental Agreement (please reference Section 22 for a more detailed description).

The BearingPoint Team will provide software maintenance service through Hart InterCivic's Level One service plan for the first year at no additional charge. Subsequent years are available according to fee provisions included in the aforementioned agreements.

Annual Software Maintenance Schedule

The BearingPoint Team will design a maintenance release schedule for the Dallas County Clerk's Office. Typically, maintenance releases are scheduled for delivery twice a year. However, additional maintenance releases may be scheduled as required by the Dallas County Clerk's Office.

Hardware Maintenance Logistics

The BearingPoint Team will pay the necessary postage and delivery costs associated with hardware maintenance and repairs.

Escalation Process

The BearingPoint Team's Customer Service approach will establish a cohesive and comprehensive method of maintaining support for the Dallas County Clerk's Office's recording, indexing, and imaging system. Using BearingPoint, Hart InterCivic, and Q-Net resources to provide support components, the objective of our approach is to achieve an appropriate level of customer service and reduce complexity for customers. Put simply, if the system is too complicated or system users can't get help when they have a problem, then the Dallas County Clerk's Office imaging system will not meet its objectives.

The existing customer service structure will offer the Dallas County Clerk's Office three types of support: server, hardware, and software. If the Dallas County Clerk's Office encounters a server issue, they will contact the Operations team. The BearingPoint Team is available to provide server support 24 hours a day, 365 days a year. The BearingPoint Team will respond within one hour during business hours (7:00 a.m. to 7:00 p.m.). During non-business hours, the BearingPoint Team will respond to the Dallas County Clerk's Office's highest priority needs within one hour. For lower priority concerns, resolution will depend on the nature of the difficulty, but will be expedited and managed with due urgency by the BearingPoint Team.

If the Dallas County Clerk's Office encounters a software issue, they will contact the customer service team. Upon receipt of a customer support request, a Customer Service Consultant reviews the information and assigns a priority for urgency of a response. The consultant then communicates with the customer to troubleshoot the problem and identify potential remedies or workarounds. The response goals for customer support requests received during regular working hours are shown in the following table:

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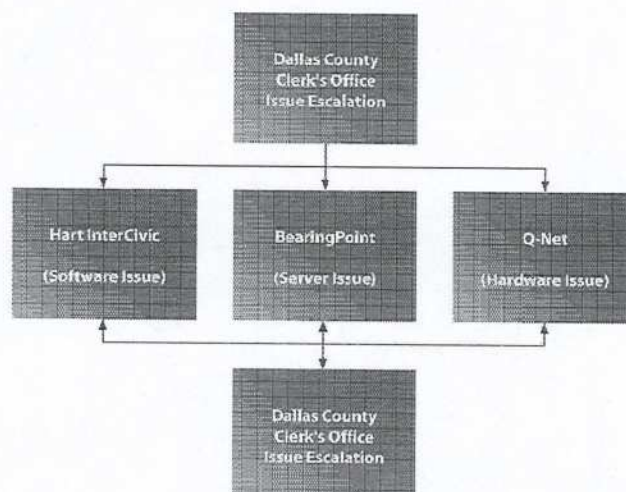


Severity	Type of Problem/Request	Response Goal
1	System is down, or major critical functionality is not operating	Within 1 hour
2	Noncritical but major functionality or hardware is inoperative	Within 4 hours
3	System feature or minor hardware is malfunctioning or inoperative	Within 2 business days
4	Cosmetic in nature	Will determine if it should be included in a future maintenance release

Upon request, Priority 1 customer service requests are brought to management attention so that the appropriate resources are focused on returning the affected system to operation as soon as possible. Priority 2 and 3 customer service requests are resolved within two hours. Subject matter professionals and/or functional area supervisor/managers will conduct further troubleshooting and corrective action when issues are escalated. Management reviews all unresolved customer support requests each week and then recommends an appropriate action to the respective project and support manager.

If the Dallas County Clerk's Office encounters a hardware issue, they will contact the hardware customer service team. The BearingPoint Team will maintain a four-hour turnaround policy on server hardware issues. The Optiplex workstations will include next-business-day on-site response for parts and labor.

The following diagram illustrates the high-level support approach process that is recommended for the Dallas County Clerk's Office recording, indexing, and imaging system:



The appropriate team will track issues and use proven processes and systems specific to the issue. Our customer service successes come from our understanding of the user's needs, whether we're speaking with a citizen, a government employee, or a business.